## ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly April 2022



Kristin A. Richards
Acting Director

March 11, 2022

Pursuant to (5 ILCS 382/) State Services Assurance Act the Illinois Department of Employment Security is submitting its FY 2022 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, a Hearing Referee, an Office Administrator, an Office Associate, 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 and in compliance with the requirements of the State Assurances Act, IDES employs 136 bilingual frontline employees. Furthermore, in 2008 at the inception of the State Assurances Act, IDES had a workforce of 1,508 compared to our current workforce of 1,154. Fluctuations in the state workforce and overall fiscal situation were not anticipated or allowed for by the provisions of the State Assurances Act. However, IDES has been able to maintain and increase its bilingual workforce even though its overall workforce size has declined since 2008, which highlights the Department's commitment to providing meaningful access to our services, benefits and programs to the bilingual community.

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. IDES has been recruiting for and hiring more individuals in bilingual positions due to current needs and we anticipate our numbers growing during the current fiscal year. As required by the Act, a list of frontline bilingual employees for the period ending January 2022 is attached, as well as job descriptions for the bilingual titles.

Kristin A. Richards

Acting Director



| NAME                          | POSITION TITLE                                                       | POSITION CODE | LANGUAGE OPTION  |  |  |  |
|-------------------------------|----------------------------------------------------------------------|---------------|------------------|--|--|--|
| Biolik, Eugene                | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | POLISH SPEAKING  |  |  |  |
| Cruz, Natalia                 | Natalia Employment Security Field Office Supervisor (ES FOS) 0013600 |               |                  |  |  |  |
| Franklin-Reyes, Blanca        | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Gage, Marina                  | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Garcia, Velia                 | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Guillory, Yvette              | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Ramos, Juanita                | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Szczesiak, Agnieszka          | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | POLISH SPEAKING  |  |  |  |
| Talis, Maria                  | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Valadez, Sylvia               | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Valencia, Marcelo             | Employment Security Field Office Supervisor (ES FOS)                 | 0013600       | SPANISH SPEAKING |  |  |  |
| Aguero, Alejandra             | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Almeida, Richard              | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Alvarado, Erin                | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Alvarado, Karen               | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Anselmo, Gladys               | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Arroyo, Dolores               | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Avila, Vereniz                | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Baker, Renata                 | Employment Security Program Representative (ESPR)                    | 0013650       | POLISH SPEAKING  |  |  |  |
| Barajas Purcell,<br>Albertina | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |
| Bolivar, Cruz                 | Employment Security Program Representative (ESPR)                    | 0013650       | SPANISH SPEAKING |  |  |  |



| Brito, Grecia         | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
|-----------------------|---------------------------------------------------------------------------|---------|------------------|
| Cabrejas, Rene        | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Chavarria, Miguel     | avarria, Miguel Employment Security Program Representative (ESPR) 0013650 |         |                  |
| Cho, Juan-Li          | Employment Security Program Representative (ESPR)                         | 0013650 | CHINESE SPEAKING |
| Claudio-Katz, Lillian | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Cortez, Guadalupe     | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Cruz, Michael         | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Cruz, Ramiro          | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Curran, Adam          | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Dabrowiecka, Renata   | Employment Security Program Representative (ESPR)                         | 0013650 | POLISH SPEAKING  |
| DeLeon, Antonio       | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Diaz, Cristal         | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Fernandez, Rita       | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Flores, Patricia      | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Garibay, Liliana      | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Goiz, Olga            | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Gomez, Christian      | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Gomez, Marcial        | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Gontarz, Aleksandra   | Employment Security Program Representative (ESPR)                         | 0013650 | POLISH SPEAKING  |
| Gutierrez, Sandra     | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Hernandez, Beatriz    | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Hernandez, Johanna    | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |
| Huerta, Bertha        | Employment Security Program Representative (ESPR)                         | 0013650 | SPANISH SPEAKING |



| Illanas, Paul           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
|-------------------------|---------------------------------------------------|---------|------------------|
| Isais, Olga             | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Janos, Andrea           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Krakowski, Agnes        | Employment Security Program Representative (ESPR) | 0013650 | POLISH SPEAKING  |
| Lopez, Lauren           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Lopez, Leticia          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Luciano, German         | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Luevano, Myra           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Maldonado Begaz, Miguel | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Martinez Jr, Domingo    | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Martinez, Araceli       | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Martinez, Efrain        | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Molina, Juanita         | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Montes De Oca, Kevin    | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Montoya, Sandra         | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Mora, Maria             | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Navarette, Mayra        | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Ortiz, Rodrigo          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Pacheco, David          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Perez, Genesis          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Perez, Maria            | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Quetell, Hector         | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Quezada, Jose           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |



| Ramirez, Claudia         | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
|--------------------------|---------------------------------------------------|---------|------------------|
| Ramirez, Lilia           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Reyna, Fernando          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Rickard, Sonia           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Rivera-Swint, Evelyn     | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Rodriguez, Cynthia       | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Salinas, Patricia        | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Sanabria, Luis           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Sanchez, Jemima          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Silva, Guillermo         | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Soto, Leonor             | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Staples, Corina          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Talamantes, Andrea       | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Tubens, Arnaldo          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Valentine-Soto, Cristina | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Varys, Miriam            | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Vazquez, Laura           | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Vela, Sergio             | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Villegas, Mayra          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Zamora, Gustavo          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Zamora, Jessica          | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Acosta, Robert           | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Almanza, Ralph           | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |



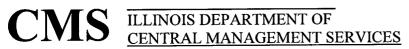
| Amaro, Maria              | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
|---------------------------|---------------------------------------------------|---------------------------|------------------|--|
| Cantu, Veronica           | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Castellanos, Martha       | Employment Security Service Representative (ESSR) | tative (ESSR) 0013667 SP/ |                  |  |
| Curtis, Pamela            | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Gomez, Gloria             | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Gonzalez, Lilia           | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Hulbert, Maria            | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Kolotka, Alicia           | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Medina, Francisco         | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Mena, Mario               | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Moran, Gloria             | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Ornelas, Rosaura          | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Padilla-Tompkins, Leticia | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Pena, Berta               | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Perez, Luis               | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Ramirez, Peter            | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Regalado, Madel           | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Reyes, Edith              | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Rodriguez, Maria          | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Salcedo, Sandra           | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Smith, Marisol            | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Valenzuela, Claudia       | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |
| Velasquez, Desiree        | Employment Security Service Representative (ESSR) | 0013667                   | SPANISH SPEAKING |  |



| Villarreal, Blanca    | Employment Security Service Representative (ESSR)               | 0013667 | SPANISH SPEAKING |  |
|-----------------------|-----------------------------------------------------------------|---------|------------------|--|
| Zendejas, Guadalupe   | Employment Security Service Representative (ESSR)               | 0013667 | SPANISH SPEAKING |  |
| Garcia Jr., Apolonio  | Employment Security Specialist 1 (ESS1)                         | 0013671 | SPANISH SPEAKING |  |
| Gonzalez, Fatima      | onzalez, Fatima Employment Security Specialist 1 (ESS1) 0013671 |         |                  |  |
| Revuelta, Edgar       | Employment Security Specialist 1 (ESS1)                         | 0013671 | SPANISH SPEAKING |  |
| Garcia, Gabriela      | Employment Security Specialist 2 (ESS2)                         | 0013672 | SPANISH SPEAKING |  |
| Fabregas, Diana       | Employment Security Specialist 3 (ESS3)                         | 0013673 | SPANISH SPEAKING |  |
| Flores-Quinonez, Rosa | Employment Security Specialist 3 (ESS3)                         | 0013673 | SPANISH SPEAKING |  |
| Hajzl, Luke           | Hearings Referee                                                | 0018300 | SPANISH SPEAKING |  |
| Morris (Suarez), Anna | Office Administrator 4                                          | 0029994 | SPANISH SPEAKING |  |
| Moreno, Crystal       | Office Associate                                                | 0030015 | SPANISH SPEAKING |  |
| Garcia, Surami        | Public Service Administrator                                    | 0037015 | SPANISH SPEAKING |  |
| Cartagena, Martha     | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Diaz, Anita           | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Deleon, Xavier        | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Forte, Eric           | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Gomez Williams, Alma  | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Magana, Raquel        | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Martinez, Jose Felipe | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Lesus, Tania          | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Ramirez, Luis         | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Ruiz, Sonia           | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |
| Santiago, Elvira      | Unemployment Insurance Special Agent                            | 0047096 | SPANISH SPEAKING |  |



| PERIOD ENDING<br>1/31/2022 |                        | TOTAL: 136   |
|----------------------------|------------------------|--------------|
| 136                        |                        |              |
| Total number of Bilingua   | l Frontline Staff: 136 |              |
|                            |                        |              |
| Chinese: 1                 | Polish: 6              | Spanish: 129 |



| 1. POSITION TITL                                | E                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKING TITLE (IF ANY)                                                                                                                                                       | BILINGUAL<br>CODE                                          | POSITION TI<br>OPTION CO                                    | TLE 2. POSI                                                         | TION NU                                                | MBER                                           |                                           |                         |
|-------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------|------------------------------------------------|-------------------------------------------|-------------------------|
| Existing Position                               |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                            |                                                             |                                                                     |                                                        |                                                |                                           |                         |
| New/Revised Position<br>Employment S            | ecurity                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              | 29 SS 13600-44-51-107-20-31                                |                                                             |                                                                     |                                                        |                                                |                                           |                         |
| Field Office Su                                 |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | A DUDEAU DIVIDIO                                                                                                                                                             | <u> </u>                                                   | <u> </u>                                                    | 5. EXMT                                                             | 6. WORK                                                | 7. A/I                                         |                                           | 9. OFFICE               |
| 3. AGENCY Existing Position                     |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4. BUREAU/ DIVISION                                                                                                                                                          |                                                            |                                                             | CODE                                                                | COUNTY                                                 | AUTH                                           | 8.AUDIT                                   | USE                     |
|                                                 |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                            |                                                             |                                                                     |                                                        |                                                |                                           | ]                       |
|                                                 | of Employment                                                               | Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Service Delivery/ Fie                                                                                                                                                        | ld Opera                                                   | tions                                                       | 12. TRAN                                                            | 016                                                    | N                                              | R<br>. EFFECTIV                           | E DATE                  |
| 10. SECTION                                     |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 11. UNIT                                                                                                                                                                     |                                                            |                                                             | CODE                                                                | SACTION                                                |                                                | . EFFECTIV                                | LUAIL                   |
| Existing Position                               |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                            |                                                             |                                                                     |                                                        | i                                              | 02/16/                                    | 2019                    |
| New/Revised Position                            |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service Unit I                                                                                                                                                               |                                                            |                                                             | ☐ MA0:                                                              | 21 ESTAB                                               | LISH                                           |                                           |                         |
| Chicago Regio                                   | n/ Pilsen Local C                                                           | Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Service Offict                                                                                                                                                               |                                                            | Ruta                                                        | 🗆 мсо                                                               | 22 EXEMI<br>24 POSIT                                   | T COD                                          |                                           |                         |
| 14. WORK LOCAT                                  | ΓΙΟΝ                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 15. BARGAINING/TERM                                                                                                                                                          | CODE                                                       | Exer                                                        | mpt ⊠ MC0                                                           | 26 CLARI                                               | FΥ                                             |                                           |                         |
| Existing Position                               |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                            |                                                             |                                                                     | 27 ADDIT<br>28 WORK                                    |                                                |                                           | CHANGE                  |
| 10 10 10                                        |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                            |                                                             |                                                                     | 21 ABOLI<br>49 DOWN                                    |                                                | REALLOC                                   | ATION                   |
| New/Revised Position 1700 W. 18 <sup>th</sup> S | Street                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | RC062                                                                                                                                                                        |                                                            | '                                                           | , □ MC1                                                             | 50 LATER                                               | RAL REA                                        | LLOCATIO                                  | N                       |
| Chicago, IL                                     |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                            |                                                             |                                                                     |                                                        |                                                | LLOCATIO                                  |                         |
| % OF TIME                                       | 16. COMPLETE (                                                              | URRENT AN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | D ACCURATE STATEME                                                                                                                                                           | NT OF PO                                                   | SITION I                                                    | ESSENTIAL                                                           | FUNCTI                                                 | ONS_                                           |                                           | <del></del>             |
|                                                 | employers. Esta<br>objectives which<br>services. Collab<br>evaluation of se | blishes and<br>n most direct<br>orates in dev<br>rvice deliver<br>s in the abse                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ns and directs Employm maintains systems to m ly affect the administrativelopment of office budgy programs at the office nce of the manager or a letive services.            | onitor en<br>on of Un<br>jet; collal<br>level; as          | nployee pemploym<br>oorates ii<br>sumes re                  | performanch<br>ent Insurar<br>n planning,<br>esponsibility          | e agains<br>nce and<br>implem<br>/ for ove             | st offic<br>Wagr<br>entati<br>erall m          | ce goals<br>ner-Pey<br>on and<br>nanagen  | s and<br>ser<br>nent of |
| 30%                                             | to recep<br>Exchan<br>agency<br>separat                                     | 1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services. |                                                                                                                                                                              |                                                            |                                                             |                                                                     |                                                        |                                                |                                           |                         |
| 30%                                             | Provide<br>reassig<br>approve<br>abreasi<br>coordin                         | s guidance ans staff to me<br>es time off; p<br>of changes<br>ates the imp                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ews and evaluates the wand training to assigned eet day-to-day operating repares and signs perfoin policy, procedures an lementation of corrective tunion supervisor to pro- | staff; cou<br>needs;<br>rmance of<br>d progra<br>e action; | unsels st<br>establish<br>evaluatio<br>m operat<br>conducts | aff regardir<br>les annual<br>ns. Conductions. Disc<br>s pre-discip | ig work<br>goals ar<br>cts meet<br>usses p<br>linary m | perfor<br>nd obj<br>ings t<br>roblen<br>eeting | mance;<br>ectives;<br>o keep :<br>n areas | staff<br>and            |
| 10%                                             | objectiv<br>Peyser<br>produc                                                | res which mo<br>services; co<br>ion and bud                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | intains systems to monit<br>ost directly affect the adr<br>llaborates in developme<br>get indicators to monitor<br>rective action.                                           | ninistration                                               | on of Unc<br>ce budge                                       | employmer<br>t and cond                                             | nt Insura<br>ucts fred                                 | ince a<br>quent                                | nd Wag<br>reviews                         | ner-<br>of key          |
| DIRECTOR OF C                                   | MS SIGNATURE                                                                | IMMED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | NATE SUPERVISOR SIGNAT                                                                                                                                                       |                                                            |                                                             | IEAD SIGNAT                                                         |                                                        | ļ                                              |                                           | DATE                    |
| yanel                                           | forde                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | الما لما الما الما الما الما الما الما                                                                                                                                       | [                                                          | TINOY                                                       | nasch                                                               | em                                                     | نـت                                            | 03/                                       | 06/2019                 |
| CMS-104 (Rev. 104                               | /94) IL 301-0794                                                            | t                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                              | <del>} ] .</del>                                           |                                                             | <u> </u>                                                            |                                                        | . <u>.</u>                                     |                                           |                         |
| Dis Mayes                                       | 4-24-19                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | MAR 2 8 2019                                                                                                                                                                 |                                                            |                                                             |                                                                     |                                                        |                                                |                                           |                         |

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

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

SUPERVISOR OR ☐ LEAD WORKER

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

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

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

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

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

| 1. POSITION TITI                                        | LE                                                                                                                                                                                                                                                             | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | BILINGUAL<br>CODE                                                                                                                 | POSITION TITLE OPTION CODE                                                                                                                                | 2. POS                                                                                                                      | TION NU                                                                                | MBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                            |                               |
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| Existing Position                                       |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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    |                               |
| New/Revised Position<br>Employment S<br>Field Office St |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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    |                               |
| 3. AGENCY                                               | ipervisor                                                                                                                                                                                                                                                      | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1                                                                                                                                 |                                                                                                                                                           | 5. EXMT<br>CODE                                                                                                             |                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                            | 9, OFFICE<br>USE              |
| Existing Position                                       |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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    |                               |
| New/Revised Position                                    | t of Employment Security                                                                                                                                                                                                                                       | Service Delivery/ Fie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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    |                               |
| 10. SECTION                                             |                                                                                                                                                                                                                                                                | 11. UNIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                   |                                                                                                                                                           | 12. TRAN<br>CODE                                                                                                            | SACTION                                                                                | 18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | B. EFFECTIV                                                                                | EUATE                         |
| Existing Position                                       |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 02/16/                                                                                     | /2019                         |
| New/Revised Position                                    | on/ Pilsen Local Office                                                                                                                                                                                                                                        | Service Unit II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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    | E                             |
|                                                         |                                                                                                                                                                                                                                                                | 15. BARGAINING/TERM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CODE                                                                                                                              | Rutan<br>Exempt                                                                                                                                           |                                                                                                                             | 24 POSIT                                                                               | ION NU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                            |                               |
| 14. WORK LOCA<br>Existing Position                      | TION                                                                                                                                                                                                                                                           | 13. BARGAINING/TERM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CODL                                                                                                                              |                                                                                                                                                           | ☐ MCC                                                                                                                       | 27 ADDIT                                                                               | IONAL I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                            |                               |
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                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                   |                                                                                                                                                           |                                                                                                                             | 21 ABOL                                                                                | ISH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                            |                               |
| New/Revised Position<br>1700 W. 18 <sup>th</sup>        | Street                                                                                                                                                                                                                                                         | RC062                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                   | N                                                                                                                                                         | ☐ MC149 DOWNWARD REALLOCATI ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION                                        |                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | NC                                                                                         |                               |
| Chicago, IL<br>% OF TIME                                | 16 COMPLETE CURRENT                                                                                                                                                                                                                                            | I<br>FAND ACCURATE STATEME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | NT OF PO                                                                                                                          | I<br>OSITION ESS                                                                                                                                          | L<br>SENTIAL                                                                                                                | FUNCT                                                                                  | IONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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    |                               |
| 30%                                                     | employers. Establishes a objectives which most di services. Collaborates in evaluation of service del office operations in the a who request or need into 1. Plans and direct to reception/inta Exchange regist agency services separation and request or need | plans and directs Employment maintains systems to make the administration development of office budgivery programs at the office ibsence of the manager or a system of the manager of a system of the manager of the manager of the manager of a system of the manager of the manage | onitor en<br>on of Un<br>jet; collai<br>level; as<br>is directe<br>grams ar<br>offit claims<br>ounselin<br>and job p<br>issues. U | nployee peri<br>employmen<br>borates in p<br>sumes resp<br>ed. Utilizes<br>and services f<br>s and payme<br>g, job devel<br>blacements t<br>Utilizes Span | formand<br>t Insurations,<br>lanning,<br>onsibilit<br>Spanish<br>for claiment<br>ent issue<br>opment,<br>to the busish lang | ne again: nce and implem y for ove langua nants an es resolu job refe usiness guage to | st office Wagnernating with the wagnernations of the wagnernal, commits assistant was assistant with the wagnernal of the wagnernation was a same wagnernation of the wagn | ce goals ner-Pey on and nanager assist cl oloyers i , IL Lab coordina iunity ar it clients | relevant or ation of ad s who |
| 10%                                                     | Provides guidar reassigns staff to approves time of abreast of chance coordinates the supervision of a                                                                                                                                                         | ce and training to assigned o meet day-to-day operating off; prepares and signs perfoges in policy, procedures an implementation of corrective non-union supervisor to promaintains systems to moni                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | staff; cog<br>p needs;<br>prmance<br>and progra<br>e action;<br>povide releate                                                    | unsels staff establishes evaluations. Im operation conducts prevant inform                                                                                | regardii<br>annual<br>Conduis. Disc<br>e-discip<br>ation or                                                                 | ng work goals an ets mee cusses p linary m assista                                     | performed perfor | rmance;<br>ectives;<br>to keep<br>n areas<br>gs unde<br>goals ar                           | staff<br>and<br>er the        |
| DIRECTOR OF                                             | objectives which Peyser services production and and implements                                                                                                                                                                                                 | n most directly affect the adi<br>; collaborates in developme<br>budget indicators to monitor<br>corrective action.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ministrati<br>ent of offic<br>product                                                                                             | on of Unem<br>ce budget a                                                                                                                                 | ploymeind cond<br>goals ar                                                                                                  | ucts fred<br>d to ide                                                                  | ance a<br>quent<br>entify p                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | reviews<br>problem                                                                         | oner-<br>s of key<br>s; plans |
| 1 71                                                    | // 07                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                   | br                                                                                                                                                        | 1-Ju                                                                                                                        | em                                                                                     | · نستتر<br>                                                                                                                           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    | 06/2019<br>———                |
| CMS-104 (Rev. 1                                         | 0/947 IL 401-0794                                                                                                                                                                                                                                              | Marcial A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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    |                               |
| they May                                                | 0/947 IL 401-0794<br>W 4-26-19                                                                                                                                                                                                                                 | MAR 2 8 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| 16. (CONTINU |                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME    | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                               |
| 10%          | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.                                       |
| 10%          | <ol> <li>Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.</li> </ol> |
| 05%          | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.                                                                                                                                                                                                                                                                                   |
| 05%          | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                                                                |
|              | ON TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing,                                                                                                                                                                                                                                                                                                 |

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

WORKING TITLE (IF ANY)

PSA, Opt. SS1 37015-44-51-107-00-31

Local Office Manager

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

☑ SUPERVISOR

OR

☐ LEAD WORKER

NOTE: Supervisory or lead worker responsibilities <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:

| 3650-44-51-107-31-01                    |                                                                      |
|-----------------------------------------|----------------------------------------------------------------------|
| JUJU <del>-44-</del> J I- IU / -J I-U I | 2-5                                                                  |
| 3650-44-51-107-31-31                    | 2-5                                                                  |
| 3651-44-51-107-31-01                    | 2-5                                                                  |
| 3667-44-51-107-31-01                    | 2-5                                                                  |
| 3667-44-51-107-31-21                    | 2-5                                                                  |
| 3667-44-51-107-31-31                    | 2-5                                                                  |
|                                         | 3651-44-51-107-31-01<br>3667-44-51-107-31-01<br>3667-44-51-107-31-21 |

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

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

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

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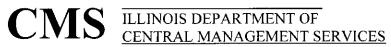
| 16. (CONTINUE                            | D)                                                                                                                                                                                                                                                             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

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

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

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

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| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |             | VORKING TI                            | TLE (IF ANY)   | BILINGUAL   | POSITION | NTITLE               | 2. POSI          | TION NUI             | MBER                                  |                    |                  |  |  |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------|---------------------------------------|----------------|-------------|----------|----------------------|------------------|----------------------|---------------------------------------|--------------------|------------------|--|--|--|
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                | · · · · · · |                                       |                | CODE        | GPHON    | CODE                 |                  |                      |                                       |                    |                  |  |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                |             | -        |                      |                  |                      |                                       |                    | :                |  |  |  |
| Employment S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |             |                                       |                | 29          | S        | s                    | 13600            | -44-54- <sup>-</sup> | 102-50                                | 0-31               | :                |  |  |  |
| Field Office St                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | upervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | -              |             |                                       |                |             | <u> </u> |                      |                  |                      | · · · · · · · · · · · · · · · · · · · |                    |                  |  |  |  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             | 4. BUREAU                             | / DIVISION     |             |          |                      | 5. EXMT<br>CODE  | 6. WORK<br>COUNTY    | 7. A/I<br>AUTH                        | 8.AUDIT            | 9, OFFICE<br>USE |  |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                |             |          |                      |                  |                      |                                       |                    |                  |  |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             | Contino D                             | Delivery/ Fiel | d Opera     | tions    |                      | 0                | 101                  | 1                                     | R                  | N                |  |  |  |
| IL Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | of Empl                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | oyment Secur   | ity         |                                       |                | u Opera     | ations   |                      | 12. TRAN         |                      | •                                     | 13. EFFECTIVE DATE |                  |  |  |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             | 11. UNIT                              |                |             |          |                      | CODE             | SACTION              | 10                                    | . EFFECTIV         | EDATE            |  |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                |             |          |                      |                  | 11/01/2020           |                                       |                    |                  |  |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                |             |          |                      |                  |                      |                                       |                    |                  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | on/ Rock                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ford Local Off | ice         | Service U                             | Jnit IV        |             |          |                      |                  | 21 ESTAB             |                                       | ~ 0                | _                |  |  |  |
| 140/tilem regi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | hern Region/ Rockford Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |             |                                       |                | Rutan       |          | 22 EXEMP<br>24 POSIT |                  |                      |                                       |                    |                  |  |  |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |             | 15. BARGA                             | INING/TERM (   | CODE        | _   E    | xempt                | ☐ MC0            | 26 CLARII            | FY                                    |                    |                  |  |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                |             |          |                      |                  | 27 ADDIT:<br>28 WORK |                                       |                    |                  |  |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                | <del></del> |          |                      | _                | 21 ABOLIS            |                                       | DEALLOCA           | ATION            |  |  |  |
| Rockford, IL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                | İ           | RC062 N                               |                |             |          |                      | ☐ MC1            | 49 DOWN<br>50 LATER  | AL REA                                | LLOCATIO           | NC.              |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 16 001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ADJETE CURR    | ENT AND     | D ACCURATE STATEMENT OF POSITION ESSI |                |             |          |                      |                  | 58 UPWA              |                                       | LLOCATIO           | N                |  |  |  |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | IO. CON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | IPLETE CURK    | ENT AND     | ACCURATE                              | ESTATEMEN      | VI OF PO    | Jamor    | V ESS                | CNIIAL           | FUNCTI               | ONS                                   |                    |                  |  |  |  |
| 30%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services. |                |             |                                       |                |             |          |                      |                  |                      |                                       |                    |                  |  |  |  |
| <ol> <li>Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</li> <li>Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</li> </ol> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |             |                                       |                |             |          |                      |                  |                      |                                       |                    |                  |  |  |  |
| DIRECTOR OF C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | MS SIGNA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | TURE           | IMMEDIAT    | E SUPERVI                             | SOR SIGNATU    | JRE A       | GENCY    | HEAD                 | SIGNAT           | JRE                  | -                                     | D                  | ATE              |  |  |  |
| Janes J                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | endi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                | 1 :- ~      | ~ ( <u></u>                           | /=>            |             | Knich    | in Ri                | had              | ) by the             | د نه دال                              | 11/0               | 6/2020           |  |  |  |
| 4. (1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 39<br>94) II 401:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0704 11        |             |                                       | <u> </u>       |             | 10001    | -4 - 3 - 4/          | , . <del>.</del> | 300                  | • ħ e                                 | 1 170              | 0,2020           |  |  |  |

| 16. (CONTINUE                         | -D)                                                                                                                                                                                                                                                                                                                                                                                  |                                             |                                                                               |            |                                                                                                                            |  |  |  |  |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------|------------|----------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| % OF TIME                             |                                                                                                                                                                                                                                                                                                                                                                                      | MPLETE CURRENT AND                          | ACCURATE STATEMENT OF POSITION                                                | ESSENT     | TAL FUNCTIONS (Continued)                                                                                                  |  |  |  |  |
| 10%                                   | 4.                                                                                                                                                                                                                                                                                                                                                                                   | level; establishes a<br>the UI Act most dir | and maintains systems to monitor o                                            | office pro | ervice delivery programs at the office ocesses in the application of sections of administration of services and the timely |  |  |  |  |
| 10%                                   | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. |                                             |                                                                               |            |                                                                                                                            |  |  |  |  |
| 05%                                   | <ol> <li>Assumes responsibility for overall management of office operations in the absence of the manager or<br/>as directed.</li> </ol>                                                                                                                                                                                                                                             |                                             |                                                                               |            |                                                                                                                            |  |  |  |  |
| 05%                                   | <ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties<br/>enumerated above.</li> </ol>                                                                                                                                                                                                                                          |                                             |                                                                               |            |                                                                                                                            |  |  |  |  |
| conductin                             | g and sig                                                                                                                                                                                                                                                                                                                                                                            |                                             | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and         | imposin    | gning and reviewing work, preparing, g disciplinary action and adjusting grievances                                        |  |  |  |  |
|                                       |                                                                                                                                                                                                                                                                                                                                                                                      |                                             |                                                                               |            |                                                                                                                            |  |  |  |  |
| PSA, Opt. 1                           | 37015-4                                                                                                                                                                                                                                                                                                                                                                              | 14-54-102-00-01                             |                                                                               | Local      | Office Manager                                                                                                             |  |  |  |  |
| 18. CHECK TI                          | HE APPR                                                                                                                                                                                                                                                                                                                                                                              | OPRIATE BOX IF TH                           | IS POSITION IS A:                                                             |            |                                                                                                                            |  |  |  |  |
| ⊠ SUPE                                | RVISOR                                                                                                                                                                                                                                                                                                                                                                               | OR 🗌 LEAD V                                 | VORKER                                                                        |            |                                                                                                                            |  |  |  |  |
| ti                                    | me perce<br>as check                                                                                                                                                                                                                                                                                                                                                                 | entage(s) allotted.                         | sponsibilities must be described in a title, position number, and number of s |            | • • • • • • • • • • • • • • • • • • • •                                                                                    |  |  |  |  |
| · · · · · · · · · · · · · · · · · · · | Position                                                                                                                                                                                                                                                                                                                                                                             | Title                                       | Position Number                                                               |            | No. of Incumbents or Funded Vacancies                                                                                      |  |  |  |  |
| ESPR                                  |                                                                                                                                                                                                                                                                                                                                                                                      |                                             | 13650-44-54-103-51-01                                                         |            | 2-5                                                                                                                        |  |  |  |  |
| ESPR SS                               | PRISS 13650.44-54-102.51-31 2.5                                                                                                                                                                                                                                                                                                                                                      |                                             |                                                                               |            |                                                                                                                            |  |  |  |  |

 Position Title
 Position Number
 No. of Incumbents or Funded Vacancies

 ESPR
 13650-44-54-103-51-01
 2-5

 ESPR, SS
 13650-44-54-102-51-31
 2-5

 ESSR
 13667-44-54-102-51-01
 2-5

 ESSR, SS
 13667-44-54-102-51-31
 2-5

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

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

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

#### **POSITION DESCRIPTION**

| 1. POSITION TIT                                        | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ,                                 | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                            | BILINGUAL | . POS  | ITION TITLE     | 2. POS                                       | ITION NU             | MBER           |          |                  | ] |  |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------|-----------------|----------------------------------------------|----------------------|----------------|----------|------------------|---|--|
| Existing Position                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   |                                                                                                                                                                                                                                                                                                                                   |           |        |                 |                                              |                      |                |          |                  |   |  |
| New/Revised Position<br>Employment S<br>Field Office S |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   |                                                                                                                                                                                                                                                                                                                                   | 22        |        | РО              | 13600                                        | )-44-54-             | 103-4          | 10-41    |                  |   |  |
| 3. AGENCY                                              | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                   | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                               |           | _      |                 | 5. EXMT<br>CODE                              | 6. WORK<br>COUNTY    | 7. A/I<br>AUTH | 6.AUDIT  | 9. OFFICE<br>USE | 1 |  |
| Existing Position                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   | ·                                                                                                                                                                                                                                                                                                                                 |           |        |                 |                                              |                      |                |          | 07/01/21 - Up    |   |  |
| New/Revised Position                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   | Sancias Deliverd Fie                                                                                                                                                                                                                                                                                                              |           | 016    |                 | 1 .                                          | location and         | Section nai    |          |                  |   |  |
|                                                        | t of Employment Secur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ity                               | Service Delivery/ Fie                                                                                                                                                                                                                                                                                                             | на Оре    | ration | S               | 0<br>12 TRAN                                 | 016                  |                | R        | IVE DATE         |   |  |
| 10. SECTION  Existing Position                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   | 11. UNIT 12. TRANSACTION CODE 13. EFFECTIVE DATE                                                                                                                                                                                                                                                                                  |           |        |                 |                                              |                      |                | IVE DATE | 1                |   |  |
| Existing Position                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   |                                                                                                                                                                                                                                                                                                                                   |           |        |                 | 05/01/2020                                   |                      |                |          |                  |   |  |
| New/Revised Position                                   | Wheeling                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                   |                                                                                                                                                                                                                                                                                                                                   |           |        |                 |                                              |                      |                |          |                  | 1 |  |
| Northern Regi                                          | ion/ <del>Arlington-Hts</del> . Loca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | l Office                          | Service Unit III                                                                                                                                                                                                                                                                                                                  |           |        |                 | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE |                      |                |          |                  |   |  |
| 14. WORK LOCA                                          | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                   | 15. BARGAINING/TERM                                                                                                                                                                                                                                                                                                               | CODE      |        | Rutan<br>Exempt |                                              | 24 POSIT             |                | UMBER CI | HANGE            | ŀ |  |
| Existing Position                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   |                                                                                                                                                                                                                                                                                                                                   |           |        |                 | ☐ MCC                                        | 27 ADDI              | ΠΟΝΑL          |          | AL CHANGE        |   |  |
|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   | ·                                                                                                                                                                                                                                                                                                                                 |           |        |                 | ☐ MD                                         | )28 WORI<br>)21 ABOL | ISH            |          |                  |   |  |
| New/Revised Position                                   | ala II vari II II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                   | RC062                                                                                                                                                                                                                                                                                                                             |           |        | N               |                                              | 49 DOWI              |                |          |                  |   |  |
|                                                        | He Wheeling, IL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                   |                                                                                                                                                                                                                                                                                                                                   | . <u></u> | 00171  |                 | ☐ MC1                                        | 58 UPW/              | ARD RE         |          |                  | 4 |  |
| % OF TIME                                              | 16. COMPLETE CURRE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | NT AND                            | ACCURATE STATEMEN                                                                                                                                                                                                                                                                                                                 | IT OF F   | OSITI  | ON ESS          | ENTIAL                                       | FUNCTI               | ONS            |          |                  | 1 |  |
| 30%                                                    | employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services.  1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Polish language to assist clients who |                                   |                                                                                                                                                                                                                                                                                                                                   |           |        |                 |                                              |                      |                |          |                  |   |  |
| 30%                                                    | <ul> <li>request or need interpretive services.</li> <li>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</li> <li>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagners.</li> </ul>                                                                                                                          |                                   |                                                                                                                                                                                                                                                                                                                                   |           |        |                 |                                              |                      |                |          |                  |   |  |
| DIRECTOR OF C                                          | Peyser service production and implement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | es; colla<br>d budge<br>nts corre | at directly affect the administration of Unemployment Insurance and Wagner- aborates in development of office budget and conducts frequent reviews of key et indicators to monitor production against goals and to identify problems; plans ective action.  TE SUPERVISORSIGNATURE  AGENCY HEAD SIGNATURE  DATE  WWW. 105/13/2020 |           |        |                 |                                              |                      |                |          | _                |   |  |

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| 16. (CONTINUE        | D)                                                                                                                                                                                                                                                                                                                                                                                                               |                                              |                                                |                                                                               |  |  |  |  |  |  |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------|--|--|--|--|--|--|
| % OF TIME            |                                                                                                                                                                                                                                                                                                                                                                                                                  | PLETE CURRENT AND                            | ACCURATE STATEMENT OF POSITION                 | NESSENTIAL FUNCTIONS (Continued)                                              |  |  |  |  |  |  |
| 10%                  | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.                                                  |                                              |                                                |                                                                               |  |  |  |  |  |  |
| 10%                  | <ol> <li>Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit<br/>issues, job searches or referrals and separation and nonseparation adjudication, including those of<br/>former office staff and close friends or relatives of current staff members. Utilizes Polish language to<br/>assist clients who request or need interpretive services.</li> </ol> |                                              |                                                |                                                                               |  |  |  |  |  |  |
| 05%                  | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.                                                                                                                                                                                                                                                                                              |                                              |                                                |                                                                               |  |  |  |  |  |  |
| 05%                  | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                                                                           |                                              |                                                |                                                                               |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                |                                                                               |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                | e for assigning and reviewing work, preparing,                                |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | luations; effectively recommending an          | d imposing disciplinary action and adjusting grievances                       |  |  |  |  |  |  |
| for the inc          | umbento                                                                                                                                                                                                                                                                                                                                                                                                          | f this position.)                            |                                                |                                                                               |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                | WORKING TITLE (IF ANY)                                                        |  |  |  |  |  |  |
| PSA, Opt. 1          | 37015-                                                                                                                                                                                                                                                                                                                                                                                                           | 14-54-103-00-01                              |                                                | Local Office Manager                                                          |  |  |  |  |  |  |
| 18. CHECK TI         | HE APPR                                                                                                                                                                                                                                                                                                                                                                                                          | OPRIATE BOX IF TH                            | IS POSITION IS A:                              |                                                                               |  |  |  |  |  |  |
| _                    |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                |                                                                               |  |  |  |  |  |  |
| SUPER                | RVISOR                                                                                                                                                                                                                                                                                                                                                                                                           | OR LEAD V                                    | VORKER                                         |                                                                               |  |  |  |  |  |  |
| NOTE, C              |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | nanaihilitian must ba dasaribad in             | a detailed duty etatement(a) with a                                           |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  | ry or lead worker res<br>entage(s) allotted. | ponsibilities <u>must</u> be described in      | a detailed duty Statement(S) with a                                           |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | title position number and number of            | subordinate incumbents or authorized funded                                   |  |  |  |  |  |  |
| headcour             |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | , pool                                         |                                                                               |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                |                                                                               |  |  |  |  |  |  |
| 5000                 | Position                                                                                                                                                                                                                                                                                                                                                                                                         | Little                                       | Position Number                                | No. of Incumbents or Funded Vacancies                                         |  |  |  |  |  |  |
| ESPR                 | •                                                                                                                                                                                                                                                                                                                                                                                                                |                                              | 13650-44-54-103-41-01                          | 2-5                                                                           |  |  |  |  |  |  |
| ESPR, PO             |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | 13650-44-54-103-41-41<br>13667-44-54-103-41-01 | 2-5<br>2-5                                                                    |  |  |  |  |  |  |
| ESSR, SS             |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | 13667-44-54-103-41-01<br>13667-44-54-103-41-31 | 2-5                                                                           |  |  |  |  |  |  |
| E33K, 33             |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              | 13007-44-34-103-41-31                          | 2-3                                                                           |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                |                                                                               |  |  |  |  |  |  |
|                      | -                                                                                                                                                                                                                                                                                                                                                                                                                |                                              |                                                |                                                                               |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                              |                                                |                                                                               |  |  |  |  |  |  |
| 19. SPECIAL          | ZED KNO                                                                                                                                                                                                                                                                                                                                                                                                          | WLEDGES. SKILLS                              | ABILITIES. LICENSURE OR CERTIF                 | ICATION NECESSARY FOR THE SUCCESSFUL                                          |  |  |  |  |  |  |
| PERFORM<br>ABILITIES | MANCE C                                                                                                                                                                                                                                                                                                                                                                                                          | OF THE WORK OF TH<br>CENSURE OR CERTI        | IS POSITION. NOTE: SINCE THERE                 | ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION" |  |  |  |  |  |  |
| CAN NO L             | LUNGER                                                                                                                                                                                                                                                                                                                                                                                                           | BE USED.                                     | .=                                             |                                                                               |  |  |  |  |  |  |

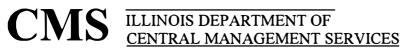
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of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

| Under genera employers. Es objectives whi services. Colla evaluation of soffice operation who request of the services.  30%  1. Plans to reconstruct to reconstruct to reconstruct to request of the services. The services agency requests appropriate the services appropriate the services and the services are services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Its. Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4. BUREAU/ DIVISION  Service Delivery/ Fiel  11. UNIT  Service Unit IV  15. BARGAINING/TERM (                                                                                                                                                                                                          |                                                                           |                                                                                             | 13600  5. EXMT CODE  0  12. TRANSCODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 6. WORK COUNTY  016 SACTION                       | 7. A/I<br>AUTH                                    | 8.AUDIT                             | 9. OFFICE<br>USE<br>07/01/21-<br>work locati<br>section nar |  |  |  |
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----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------|-------------------------------------|-------------------------------------------------------------|--|--|--|
| Employment Security Field Office Supervisor  3. AGENCY Existing Position  New/Revised Position  IL Department of Employment  10. SECTION  Existing Position  New/Revised Position  Northern Region/ Arlington H  14. WORK LOCATION  Existing Position  New/Revised Position  Arlington Heights, IL Wheeling  Wheeling  Under general employers. Esobjectives whis services. Colla evaluation of soffice operation who request of the services.  30%  1. Plans to recommode to the services.  30%  2. Plans Provice reassing approaches a separation of services.  2. Plans Provice reassing approaches a separation of services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Its. Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service Delivery/ Fiel 11. UNIT  Service Unit IV                                                                                                                                                                                                                                                       | d Operati                                                                 | ions                                                                                        | 5. EXMT<br>CODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 6. WORK<br>COUNTY                                 | 7. A/I<br>AUTH                                    | 8.AUDIT                             | 07/01/21-<br>work locat                                     |  |  |  |
| 3. AGENCY Existing Position IL Department of Employment 10. SECTION Existing Position  New/Revised Position Northern Region/ Arlington H  14. WORK LOCATION Existing Position  New/Revised Position Arlington Hoights, IL Wheeli % OF TIME  Under general employers. Estobjectives whiservices. Collate evaluation of soffice operation who request of the second separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the separation of the  | Its. Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service Delivery/ Fiel 11. UNIT  Service Unit IV                                                                                                                                                                                                                                                       |                                                                           |                                                                                             | O 12. 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| New/Revised Position IL Department of Employment 10. SECTION Existing Position  Northern Region/ Arlington H  14. WORK LOCATION Existing Position  New/Revised Position  New/Revised Position  New/Revised Position  Arlington Heights, IL Wheeli  % OF TIME  Under general employers. Estobjectives whiservices. 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Utilizes Spanish language to assist clients who request or need interpretive services.</li> <li>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of</li> </ul> |                                                                                                                                                                                                                                                                                                        |                                                                           |                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                   |                                     |                                                             |  |  |  |
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| object<br>Peyse<br>produ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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| DIRECTOR OF CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | tives which mos<br>er services; 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| 16. (CONTINUE                                                                                                          | .D)                                                    |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| % OF TIME                                                                                                              |                                                        | PLETE CURRENT AND                            | ACCURATE STATEMENT OF POSITION                                              | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                              |  |  |  |  |  |  |
| 10%                                                                                                                    | 4.                                                     | level; establishes a                         | and maintains systems to monitor o<br>ectly related to ensuring the integri | ion of service delivery programs at the office ffice processes in the application of sections of ty of the administration of services and the timely                         |  |  |  |  |  |  |
| 10%                                                                                                                    | 5.                                                     | issues, job searche former office staff a    | es or referrals and separation and r                                        | ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rent staff members. Utilizes Spanish language to es.                      |  |  |  |  |  |  |
| 05%                                                                                                                    | 6.                                                     | Assumes responsit as directed.               | oility for overall management of offi                                       | ice operations in the absence of the manager or                                                                                                                              |  |  |  |  |  |  |
| 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |                                                        |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
| conducting                                                                                                             | and sign                                               |                                              |                                                                             | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                           |  |  |  |  |  |  |
|                                                                                                                        | WORKING TITLE (IF ANY)                                 |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
| PSA, Opt. 1                                                                                                            | PSA, Opt. 1 37015-44-54-103-00-01 Local Office Manager |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
| 18. CHECK Th                                                                                                           | IE APPR                                                | OPRIATE BOX IF THI                           | S POSITION IS A:                                                            |                                                                                                                                                                              |  |  |  |  |  |  |
| ⊠ SUPEF                                                                                                                | RVISOR                                                 | OR LEAD W                                    | /ORKER                                                                      |                                                                                                                                                                              |  |  |  |  |  |  |
| NOTE: Si                                                                                                               | uperviso                                               | ry or lead worker res<br>entage(s) allotted. | ponsibilities <u>must</u> be described in a                                 | detailed duty statement(s) with a                                                                                                                                            |  |  |  |  |  |  |
|                                                                                                                        | as checke                                              |                                              | itle, position number, and number of si                                     | ubordinate incumbents or authorized funded                                                                                                                                   |  |  |  |  |  |  |
| neadcodin                                                                                                              | L.                                                     |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
|                                                                                                                        | Position                                               | Title                                        | Position Number                                                             | No. of Incumbents or Funded Vacancies                                                                                                                                        |  |  |  |  |  |  |
| ESPR                                                                                                                   |                                                        |                                              | 13650-44-54-103-51-01                                                       | 1                                                                                                                                                                            |  |  |  |  |  |  |
| ESSR                                                                                                                   |                                                        |                                              | 13667-44-54-103-51-01                                                       | 2                                                                                                                                                                            |  |  |  |  |  |  |
| ESSR, SS                                                                                                               |                                                        |                                              | 13667-44-54-103-51-31                                                       | 1                                                                                                                                                                            |  |  |  |  |  |  |
|                                                                                                                        |                                                        |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
| <u>_</u>                                                                                                               |                                                        |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
|                                                                                                                        |                                                        |                                              |                                                                             |                                                                                                                                                                              |  |  |  |  |  |  |
| 40 CDECIALI                                                                                                            | 700 1/1/                                               | WILEDOED CKILLO                              | ADULTIES LIGENSURE OF SEPTIE                                                | OATION NECESCARY FOR THE OHOOFOOF!!                                                                                                                                          |  |  |  |  |  |  |
| PERFORM<br>ABILITIES                                                                                                   | MANCE O                                                | OF THE WORK OF TH                            | IS POSITION. NOTE: SINCE THERE                                              | CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                                            |  |  |  |  |  |  |
| in the social s<br>unemploymen                                                                                         | sciences<br>nt insura                                  | , public or business ince programs. Req      | administration and three years profuires thorough knowledge of the IL       | of four years of college with major coursework fessional experience with employment and Labor Exchange program, agency programs and respond to the changing employment needs |  |  |  |  |  |  |

of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking

clients.

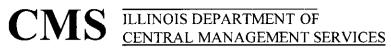


| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                        | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | WORKING TITLE (IF ANY)   BILINGUAL   POSITION CODE   OPTION C |                        |          |             |                 |                 | E 2. POSITION NUMBER             |                |                      |                                            |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------|----------|-------------|-----------------|-----------------|----------------------------------|----------------|----------------------|--------------------------------------------|--|--|
| Existing Position                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               | <u> </u>               | - 1 00   | <u> </u>    | OPTION CODE     |                 |                                  |                |                      |                                            |  |  |
| New/Revised Position Employment S Field Office St                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | r                                                             |                        | 29       | 9           | SS              | 13600           | <b>-</b> 44-54-                  | 107-5          | 0-31                 |                                            |  |  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                              | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                               | 4. BUREAU/ DIVISIO     | N .      | •           |                 | 5. EXMT<br>CODE | 6. WORK<br>COUNTY                | 7. A/I<br>AUTH | 8.AUDIT              | 9. OFFICE<br>USE                           |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               |                        |          |             |                 |                 |                                  |                |                      | 09/01/2020 -                               |  |  |
|                                                                                                                                                                                                                                                                                                                                        | t of Empl                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | loyment Security                                              | Service Delivery/      | Field Op | eratio      | ons             | 0               | 045                              | N              | R                    | update to A/I<br>code and<br>supervisor PN |  |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               | 11. UNIT               |          |             |                 | 12. TRAN        | E DATE                           |                |                      |                                            |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               |                        |          |             |                 |                 |                                  |                | 02/16/               | 2019                                       |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               | <u> </u>               |          |             |                 |                 | <u> </u>                         |                |                      |                                            |  |  |
| Northern Regi                                                                                                                                                                                                                                                                                                                          | on/ Nortl                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | h Aurora Local Off                                            | ice Service Unit III   |          |             | i               |                 | 21 ESTAB<br>22 EXEM              |                | E CHANGE             | į                                          |  |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                          | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                               | 15. BARGAINING/TE      | RM CODE  |             | Rutan<br>Exempt |                 | 24 POSIT<br>26 CLARII            |                | MBER CHA             | NGE                                        |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               |                        |          |             |                 |                 |                                  | COUNT          | DENTICAL<br>TY CHANG |                                            |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               | RC0                    | 62       |             | N               | ☐ MC1           | 21 ABOLI:<br>49 DOWN<br>50 LATER | WARD           |                      |                                            |  |  |
| North Aurora,                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               |                        |          |             |                 | ☐ MC1           | 58 UPWA                          | RD REA         |                      |                                            |  |  |
| % OF TIME                                                                                                                                                                                                                                                                                                                              | 16. CON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | MPLETE CURRENT                                                | AND ACCURATE STATE     | MENT OF  | POS         | ITION ESS       | ENTIAL          | FUNCTI                           | ONS            |                      |                                            |  |  |
| 30%                                                                                                                                                                                                                                                                                                                                    | Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services. |                                                               |                        |          |             |                 |                 |                                  |                |                      |                                            |  |  |
| 30%<br>10%                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               |                        |          |             |                 |                 |                                  |                |                      |                                            |  |  |
| objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plan and implements corrective action. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                               |                        |          |             |                 |                 | of key<br>; plans                |                |                      |                                            |  |  |
| DIRECTOR OF                                                                                                                                                                                                                                                                                                                            | MS SIGNA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ATURE   IMM                                                   | EDIATE SUPERVISOR SIGN | IATURE   | 4honos Cha- |                 |                 | D                                | ATE            |                      |                                            |  |  |
| yanu jan                                                                                                                                                                                                                                                                                                                               | le bus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | om Laydon                                                     |                        | <u> </u> |             | 6-3-            | Jes.            | m                                | و:             | 03/0                 | 6/2019                                     |  |  |
| CMS-104 (ReV)10/                                                                                                                                                                                                                                                                                                                       | 94) \\L 401                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | -0794<br>-71 10                                               | المان المال المال      | 1        |             |                 |                 |                                  |                |                      |                                            |  |  |

|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         |                               |                                                                              |           | 1                                                                                                                          |  |  |  |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 16. (CONTINUE                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                         | DI ETE CHODENT AND            | ACCURATE CTATEMENT OF BOOKTON                                                | COCNI     | AL FUNCTIONS (Octions 4)                                                                                                   |  |  |  |  |  |
| % OF TIME                                                                                                                                                                                                                                                                               | 16. COM                                                                                                                                                                                                                                                                 | PLETE CURRENT AND             | ACCURATE STATEMENT OF POSITION I                                             | ESSENII   | ALFUNCTIONS (Continued)                                                                                                    |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                     | 4.                                                                                                                                                                                                                                                                      | level; establishes a          | nd maintains systems to monitor of<br>ectly related to ensuring the integrit | ffice pro | ervice delivery programs at the office ocesses in the application of sections of administration of services and the timely |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                     | issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                     | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.                                                                                                                                                     |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                     | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                  |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) |                                                                                                                                                                                                                                                                         |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
| PSA Opt 1 3                                                                                                                                                                                                                                                                             | 27015_4/                                                                                                                                                                                                                                                                | I-54-107-00-01                |                                                                              | WORK      | ING TITLE (IF ANY)                                                                                                         |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         | 5 <del>-44-54-107-00-31</del> | -                                                                            | Local (   | Office Manager                                                                                                             |  |  |  |  |  |
| 18. CHECK TH                                                                                                                                                                                                                                                                            | HE APPR                                                                                                                                                                                                                                                                 | OPRIATE BOX IF THI            | S POSITION IS A:                                                             | l         |                                                                                                                            |  |  |  |  |  |
| ⊠ SUPEI                                                                                                                                                                                                                                                                                 | RVISOR                                                                                                                                                                                                                                                                  | OR LEAD W                     | VORKER                                                                       |           |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         |                               | ponsibilities <u>must</u> be described in a                                  | detailed  | d duty statement(s) with a                                                                                                 |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         | entage(s) allotted.           | title, position number, and number of su                                     | ubordina  | to incumbents or authorized funded                                                                                         |  |  |  |  |  |
| headcoun                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                         | ed above, list position       | ille, position number, and number of st                                      | uboruma   | te incumbents of authorized funded                                                                                         |  |  |  |  |  |
| - Ticadoouiii                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                         |                               | ,                                                                            |           |                                                                                                                            |  |  |  |  |  |
| •                                                                                                                                                                                                                                                                                       | Position                                                                                                                                                                                                                                                                | Title                         | Position Number                                                              |           | No. of Incumbents or Funded Vacancies                                                                                      |  |  |  |  |  |
| ESPR                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |                               | 13650-44-54-107-51-01                                                        |           | 5                                                                                                                          |  |  |  |  |  |
| ESPR, SS                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                         |                               | 13650-44-54-107-51-31                                                        |           | 1                                                                                                                          |  |  |  |  |  |
| ESSR                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |                               | 13667-44-54-107-51-01                                                        |           | 2                                                                                                                          |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         |                               | · ·                                                                          |           |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                         |                               | •                                                                            |           |                                                                                                                            |  |  |  |  |  |
| 19 SPECIAL                                                                                                                                                                                                                                                                              | 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                  |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
| PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                       |                                                                                                                                                                                                                                                                         |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |
| ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |                               |                                                                              |           |                                                                                                                            |  |  |  |  |  |

**CAN NO LONGER BE USED.** 

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



| 1. POSITION TIT                    | ΓLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                    |                                                                                                          | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | BILINGUA                                                                                            | L POS                                                         | ITION TITLE                                                                                           | 2. POS                                                                                      | ITION NU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | MBER                                                                                |                                                                                                              | · ·                                                  |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------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| Existing Position                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | CODE                                                                                                | OP                                                            | TION CODE                                                                                             |                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     | ·                                                                                                            |                                                      |
| New/Revised Position<br>Employment |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                    |                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 29                                                                                                  |                                                               | ss                                                                                                    | 13600                                                                                       | ,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                     |                                                                                                              |                                                      |
| Field Office S                     | Superviso                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | or                                                                                                                                                                 |                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 100-0                                                                               | 0-31                                                                                                         |                                                      |
| 3. AGENCY                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                    |                                                                                                          | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                     |                                                               |                                                                                                       | 5 EXMT<br>CODE                                                                              | 6 WORK<br>COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 7 A/I<br>AUTH                                                                       | 8 AUDIT                                                                                                      | 9 OFFICE<br>USE                                      |
| Existing Position                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| 10. 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| 14. 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| % OF TIME                          | 16. 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| 30%                                | objecti<br>service<br>evalua<br>office o<br>who re                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ves which moses. Collaborate tion of service operations in the quest or need.  Plans and did to reception/ Exchange reagency service separation a request or need. | est directles in devidelivery he abserinterpre rects Enintake, or gistration ices, suc nd nons eed inter | mployment Security productions processing, bene-<br>on process, vocational concional conc | on of L<br>get; col<br>level; a<br>s direct<br>grams a<br>efit clair<br>ounsel<br>and job<br>ssues. | Inemplabora assum ted. U and se ns and ing, jol place Utilize | loymen<br>tes in pl<br>es resp<br>tilizes S<br>ervices f<br>d payme<br>b develo<br>ments t<br>es Span | t Insura<br>lanning,<br>onsibilit<br>panish<br>or claim<br>ont issue<br>opment,<br>o the bu | nce and implemy for over language nants an es resolution job references controlles to the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same and the same a | Wag<br>eentat<br>erall n<br>ge to a<br>d emp<br>utions<br>erral, d<br>comm<br>assis | ner-Pey<br>ion and<br>nanager<br>assist cli<br>ployers r<br>i, IL Lab<br>coordina<br>nunity ar<br>st clients | ment of<br>ients<br>relevant<br>or<br>ation of<br>id |
| 10%                                | <ol> <li>Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor Provides guidance and training to assigned staff, counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</li> <li>Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of keyproduction and budget indicators to monitor production against goals and to identify problems; plan and implements corrective action.</li> </ol> |                                                                                                                                                                    |                                                                                                          |                                                                                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CMS-104 (Rev. 10/94) IL 401-07 Hul Taple SEP 0 2 2020

| 16. (CONTINUE |                                    |                                          |                                                                               |                                                                                                                                                          |
|---------------|------------------------------------|------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME     | 16. COM                            | PLETE CURRENT AND                        | ACCURATE STATEMENT OF POSITION                                                | ESSENTIAL FUNCTIONS (Continued)                                                                                                                          |
| 10%           | 4.                                 | level; establishes<br>the UI Act most di | and maintains systems to monitor o                                            | tion of service delivery programs at the office office processes in the application of sections of ity of the administration of services and the timely  |
| 10%           | 5.                                 | issues, job search former office staff   | es or referrals and separation and i                                          | ficult or potentially controversial claims, benefit nonseparation adjudication, including those of trent staff members. Utilizes Spanish language to es. |
| 05%           | 6.                                 | Assumes respons as directed.             | ibility for overall management of off                                         | ice operations in the absence of the manager or                                                                                                          |
| 05%           | 7.                                 | Performs other du<br>enumerated above    |                                                                               | are reasonably within the scope of the duties                                                                                                            |
|               |                                    |                                          |                                                                               |                                                                                                                                                          |
| conductin     | g and sig                          |                                          |                                                                               | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                       |
|               |                                    |                                          |                                                                               | WORKING TITLE (IF ANY)                                                                                                                                   |
| PSA, Opt. 1   | 37015-4                            | 4-55-108-00-01                           |                                                                               | Local Office Manager                                                                                                                                     |
| 18. CHECK TH  | HE APPRO                           | OPRIATE BOX IF TH                        | IS POSITION IS A:                                                             |                                                                                                                                                          |
| ☑ SUPE        | RVISOR                             | OR 🗌 LEAD V                              | VORKER                                                                        |                                                                                                                                                          |
| ti            | <mark>me perce</mark><br>as checke | ntage(s) allotted.                       | ponsibilities must be described in a title, position number, and number of si | detailed duty statement(s) with a ubordinate incumbents or authorized funded                                                                             |
|               | Position                           | Title                                    | Position Number                                                               | No. of Incumbents or Funded Vacancies                                                                                                                    |
| ESPR          |                                    |                                          | 13650-44-55-108-61-01                                                         | 2-5                                                                                                                                                      |
| ESPR, SS      |                                    |                                          | 13650-44-55-108-61-31                                                         | 2-5                                                                                                                                                      |
| ESSR          |                                    |                                          | 13667-44-55-108-61-01                                                         | 2-5                                                                                                                                                      |
| ECCD CC       |                                    |                                          | 13667_44_55_108_61_31                                                         | 1 25                                                                                                                                                     |

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

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



| 1. POSITION TIT                                   | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                  | BILINGUAL<br>CODE                                                                                | POSIT                                                                     | ON CODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2. POSI                                                               | TION NU                                                                                    | MBER                                                   |                                                                                           |                                                       |  |  |  |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------|--|--|--|
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |                                                                                                  | 1                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                       |                                                                                            |                                                        |                                                                                           |                                                       |  |  |  |
| New/Revised Position Employment S Field Office St |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | SS                                                                                                                                                                                                                                                      | 13600                                                                                            | -44-60-                                                                   | 101-4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0-31                                                                  | <u> </u>                                                                                   |                                                        |                                                                                           |                                                       |  |  |  |
| 3. AGENCY                                         | aper vioor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                     |                                                                                                  | .l                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5. EXMT<br>CODE                                                       | 6. WORK<br>COUNTY                                                                          | 7. A/I<br>AUTH                                         | 8.AUDIT                                                                                   | 9. OFFICE<br>USE                                      |  |  |  |
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Service Delivery/ Call C                                                                                                                                                                                                                                | enter O                                                                                          | perat                                                                     | ions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                       |                                                                                            |                                                        |                                                                                           |                                                       |  |  |  |
| New/Revised Position                              | t of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service Delivery/ Field                                                                                                                                                                                                                                 | Service Delivery/ Field Operations                                                               |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                       |                                                                                            |                                                        | R                                                                                         |                                                       |  |  |  |
| 10. SECTION                                       | or Employment decurity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 11. UNIT                                                                                                                                                                                                                                                |                                                                                                  |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                       |                                                                                            |                                                        | 12. TRANSACTION 13. EFFECTIVE DA                                                          |                                                       |  |  |  |
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |                                                                                                  |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                       |                                                                                            |                                                        | 02/16                                                                                     | /2019                                                 |  |  |  |
| Lombard Call New/Revised Position                 | Center - Section A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                         |                                                                                                  |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                       |                                                                                            | <u> </u>                                               |                                                                                           | · · · · · ·                                           |  |  |  |
|                                                   | perations/ Lombard Call<br>ion A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Service Unit A-4                                                                                                                                                                                                                                        |                                                                                                  |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ☐ MC0                                                                 | 21 ESTAE<br>22 EXEMI                                                                       | PT COD                                                 |                                                                                           |                                                       |  |  |  |
| 14. WORK LOCA                                     | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 15. BARGAINING/TERM CO                                                                                                                                                                                                                                  | DE                                                                                               |                                                                           | Rutan<br>Exempt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ⊠ MC0                                                                 | 24 POSIT<br>26 CLARI                                                                       | FY                                                     |                                                                                           |                                                       |  |  |  |
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |                                                                                                  |                                                                           | . ====                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | MC0                                                                   | 27 ADDIT<br>28 WORK<br>21 ABOLI                                                            | COUN'                                                  | TY CHANG                                                                                  | Ε                                                     |  |  |  |
| New/Revised Position Lombard, IL                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | RC062                                                                                                                                                                                                                                                   |                                                                                                  |                                                                           | N                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MC1                                                                   | 49 DOWN<br>50 LATER<br>58 UPWA                                                             | RAL REA                                                | LLOCATION                                                                                 | NC                                                    |  |  |  |
| % OF TIME                                         | 16. COMPLETE CURRENT A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ND ACCURATE STATEMEN                                                                                                                                                                                                                                    | NT OF PO                                                                                         | OSITIO                                                                    | ON ESS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                       |                                                                                            |                                                        |                                                                                           |                                                       |  |  |  |
| 30%                                               | to reception/intake Exchange registra agency services, s separation and no request or need in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | evelopment of office budgery programs at the office bence of the manager or a pretive services.  Employment Security programs processing, beneation process, vocational control as job development an anseparation adjudication is terpretive services. | et; collal<br>evel; as<br>s directe<br>rams ar<br>fit claims<br>bunselin<br>nd job p<br>ssues. U | borate<br>sume<br>ed. U<br>nd ser<br>s and<br>g, job<br>lacer<br>Itilizes | es in places responsible sides of tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so tilizes so | anning,<br>onsibility<br>or claim<br>ont issue<br>opment,<br>o the bu | implem<br>y for ove<br>langua<br>ants and<br>es resolu<br>job refe<br>usiness o<br>uage to | entatierall m ge to a d emp utions erral, c comm assis | on and<br>nanager<br>assist c<br>oloyers (<br>IL Lab<br>coordina<br>unity ar<br>t clients | ment of<br>lients<br>relevant<br>or<br>ation of<br>ad |  |  |  |
| 30%                                               | 2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. |                                                                                                                                                                                                                                                         |                                                                                                  |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                       |                                                                                            |                                                        |                                                                                           |                                                       |  |  |  |
| 10%                                               | objectives which n Pevser services: o                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | naintains systems to monity and the systems to monity affect the admits and the solution and the systems to monitory action.                                                                                                                            | ninistrati<br>nt of offic                                                                        | on of<br>ce bu                                                            | Unemp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | oloymer<br>nd cond                                                    | nt Insura<br>ucts frec                                                                     | ince a<br>quent                                        | nd Wag<br>reviews<br>roblems                                                              | gner-<br>s of key<br>s; plans                         |  |  |  |
| DIRECTOR OF                                       | U forle                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | EDIATE SUPERVISOR SIGNAT                                                                                                                                                                                                                                | URE /                                                                                            |                                                                           | umo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | SIGNAT                                                                |                                                                                            | نۃ                                                     | -                                                                                         | OATE<br>06/2019                                       |  |  |  |
| CMS-104 (Rev. 10                                  | () 2:<br>0/94) IL 401-0794<br>// 2/ _/9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MAR 2 8 283                                                                                                                                                                                                                                             |                                                                                                  |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | , 25                                                                  |                                                                                            |                                                        |                                                                                           |                                                       |  |  |  |

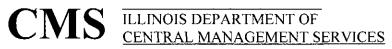
| 16. (CONTINUE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | D)                                                                                                                                                                                                                                                                                                                                                                                   |                                             |                                                                                                    |  |  |  |  |  |  |  |
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| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                              |                                             |                                                                                                    |  |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.                      |                                             |                                                                                                    |  |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. |                                             |                                                                                                    |  |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Assumes responsibility for overall management of office operations in the absence of the manager or as directed.                                                                                                                                                                                                                                                                     |                                             |                                                                                                    |  |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                                               |                                             |                                                                                                    |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                      |                                             |                                                                                                    |  |  |  |  |  |  |  |
| conducting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                      |                                             | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances |  |  |  |  |  |  |  |
| ***                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                      |                                             | WORKING TITLE (IF ANY)                                                                             |  |  |  |  |  |  |  |
| PSA, Opt. 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 37015-44-60-101-00-01                                                                                                                                                                                                                                                                                                                                                                |                                             | Call Center Manager                                                                                |  |  |  |  |  |  |  |
| 18. CHECK TH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | IE APPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                                                                                            | S POSITION IS A:                            |                                                                                                    |  |  |  |  |  |  |  |
| tir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | upervisory or lead worker res<br>ne percentage(s) allotted.<br>as checked above, list position                                                                                                                                                                                                                                                                                       | ponsibilities <u>must</u> be described in a | detailed duty statement(s) with a ubordinate incumbents or authorized funded                       |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Position Title                                                                                                                                                                                                                                                                                                                                                                       | Position Number                             | No. of Incumbents or Funded Vacancies                                                              |  |  |  |  |  |  |  |
| ES Program R                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ер                                                                                                                                                                                                                                                                                                                                                                                   | 13650-44-60-101-41-01                       | 3-10                                                                                               |  |  |  |  |  |  |  |
| ES Program R                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ep, SS                                                                                                                                                                                                                                                                                                                                                                               | 13650-44-60-101-41-31                       | 2-5                                                                                                |  |  |  |  |  |  |  |
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| PERFORM<br>ABILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.                                                 |                                             |                                                                                                    |  |  |  |  |  |  |  |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking |                                                                                                                                                                                                                                                                                                                                                                                      |                                             |                                                                                                    |  |  |  |  |  |  |  |

clients.



| 1. POSITION TITE                  | E                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        | WORK                                                                                              | (ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | BILINGUAL<br>CODE                                                | POSITION OPTION C                                                       | TITLE 2. POS                                                                             | TION NU                                                             | MBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                        |                                  |  |  |
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| New/Revised Position              |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                        |                                                                                                   |                                                                                                                                                                                                                                                                                                                                               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| Employment S                      |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                        |                                                                                                   |                                                                                                                                                                                                                                                                                                                                               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| Field Office Su                   | ipervisor                                                                                                                                                                                                                                                                                                                                                                                                                             | <del></del>                                                                                            | 4. BUF                                                                                            | REAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <u> </u>                                                         | J                                                                       | 5. EXMT<br>CODE                                                                          | 6. WORK<br>COUNTY                                                   | 7. A/I<br>AUTH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8.AUDIT                                                | 9. OFFICE<br>USE                 |  |  |
| Existing Position                 |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                        |                                                                                                   |                                                                                                                                                                                                                                                                                                                                               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| IL Department                     | of Empl                                                                                                                                                                                                                                                                                                                                                                                                                               | oyment Securi                                                                                          | <u> </u>                                                                                          | ce Delivery/ Field                                                                                                                                                                                                                                                                                                                            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| Lombard Call                      | Center- S                                                                                                                                                                                                                                                                                                                                                                                                                             | Section B                                                                                              |                                                                                                   |                                                                                                                                                                                                                                                                                                                                               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| Call Center Op<br>Center- Section |                                                                                                                                                                                                                                                                                                                                                                                                                                       | / Lombard Cal                                                                                          | l Servi                                                                                           | Service Unit B-3                                                                                                                                                                                                                                                                                                                              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| 14. WORK LOCA                     | TION                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                        | 15. 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|                                   | employ<br>objectiv<br>services<br>evaluat<br>office o                                                                                                                                                                                                                                                                                                                                                                                 | ers. Establisheres which most so Collaborates ion of service of perations in the or need interp        | es and mainta<br>directly affe<br>in developm<br>delivery prog<br>e absence of<br>tretive servic  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | nonitor er<br>ion of Ur<br>get; colla<br>level; as<br>as directe | mployee<br>nemployr<br>aborates<br>ssumes r<br>ed. Utiliz               | performand<br>ment Insural<br>in planning,<br>responsibilit<br>zes Polish la             | e agains<br>nce and<br>implem<br>y for ove<br>anguage               | st office<br>Wagrentati<br>erall me<br>to as                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ce goals<br>ner-Peys<br>on and<br>nanagen<br>sist clie | and<br>ser<br>nent of<br>nts who |  |  |
| 30%                               | 1.                                                                                                                                                                                                                                                                                                                                                                                                                                    | to reception/ir Exchange reg                                                                           | ntake, claims<br>pistration process, such as j<br>d nonsepara                                     | ment Security pro<br>processing, bend<br>cess, vocational of<br>iob development<br>tion adjudication<br>re services.                                                                                                                                                                                                                          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             | utions<br>erral, c<br>comm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| 30%                               |                                                                                                                                                                                                                                                                                                                                                                                                                                       | Provides guid<br>reassigns sta<br>approves time<br>abreast of cha<br>coordinates the<br>supervision of | ance and tra<br>ff to meet da<br>e off; prepare<br>anges in poli-<br>ne implemen<br>f a non-unior | nd evaluates the valuates the valuates the valuates the valuates and signs perfectly, procedures are tation of corrective supervisor to pressure the valuates are supervisor to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure to pressure t | I staff; cog needs; ormance nd programe action; ovide release.   | eunsels s<br>establis<br>evaluation<br>am opera<br>conduct<br>evant inf | staff regardir<br>hes annual<br>ons. Conducations. Disc<br>ts pre-discip<br>formation or | ng work<br>goals ar<br>cts meet<br>usses p<br>llinary m<br>assistar | performed objectings to the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the cont | rmance;<br>ectives;<br>o keep ;<br>m areas<br>gs unde  | staff<br>and<br>r the            |  |  |
| 10%                               | 3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action. |                                                                                                        |                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                        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| CMS±104 (Rev. 10                  | 194) IL 401                                                                                                                                                                                                                                                                                                                                                                                                                           | 7 <u> </u>                                                                                             | 1 i i i i i i i i i i i i i i i i i i i                                                           | MAR 2 0 223                                                                                                                                                                                                                                                                                                                                   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| CMS+104 (Rev. 10                  | , Ho                                                                                                                                                                                                                                                                                                                                                                                                                                  | 26-19                                                                                                  |                                                                                                   |                                                                                                                                                                                                                                                                                                                                               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| 16. (CONTINUE)<br>% OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | D)<br>16. COM                                                                                                                                                                                                                                                                                                                                                   | PLETE CURRENT AND  | ACCURATE STATEMENT OF POSITION              | ESSENTIAL FUNCTIONS (Continued)                                                                                   |  |  |  |  |  |
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| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. |                    |                                             |                                                                                                                   |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Polish language to assist clients who request or need interpretive services.                                                                                          |                    |                                             |                                                                                                                   |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <ol> <li>Assumes responsibility for overall management of office operations in the absence of the manager or<br/>as directed.</li> </ol>                                                                                                                                                                                                                        |                    |                                             |                                                                                                                   |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                          |                    |                                             |                                                                                                                   |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                 |                    |                                             |                                                                                                                   |  |  |  |  |  |
| conducting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | and sigr                                                                                                                                                                                                                                                                                                                                                        |                    |                                             | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                 |                    |                                             | WORKING TITLE (IF ANY)                                                                                            |  |  |  |  |  |
| PSA, Opt. PC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 01 3701                                                                                                                                                                                                                                                                                                                                                         | 5-44-60-102-00-41  |                                             | Call Center Manager                                                                                               |  |  |  |  |  |
| 18. CHECK TH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | E APPR                                                                                                                                                                                                                                                                                                                                                          | OPRIATE BOX IF THI | S POSITION IS A:                            |                                                                                                                   |  |  |  |  |  |
| tir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | uperviso<br>ne perce<br>as checke                                                                                                                                                                                                                                                                                                                               | ntage(s) allotted. | ponsibilities <u>must</u> be described in a | detailed duty statement(s) with a ubordinate incumbents or authorized funded                                      |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Position                                                                                                                                                                                                                                                                                                                                                        | Title              | Position Number                             | No. of Incumbents or Funded Vacancies                                                                             |  |  |  |  |  |
| ES Program R                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                 |                    | 13650-44-60-102-31-01                       | 10-40                                                                                                             |  |  |  |  |  |
| ES Program R                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ep, PO                                                                                                                                                                                                                                                                                                                                                          |                    | 13650-44-60-102-31-41                       | 2-5                                                                                                               |  |  |  |  |  |
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| PERFORN<br>ABILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | MANCE C<br>S AND LIC                                                                                                                                                                                                                                                                                                                                            | F THE WORK OF TH   | IS POSITION. NOTE: SINCE THERE              | CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION" |  |  |  |  |  |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients. |                                                                                                                                                                                                                                                                                                                                                                 |                    |                                             |                                                                                                                   |  |  |  |  |  |



| 1. POSITION TIT                     | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKING TITLE (IF AN                                                                                                                                                                                            | Y) BILINGUAL CODE                                                             | POSITION TITLE<br>OPTION CODE                                              | 2. POSI                                                | TION NU                                                  | MBER                                          |                                           |                       |  |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------|-------------------------------------------|-----------------------|--|
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 | ,                                                                             |                                                                            | 13600                                                  | -44-60-                                                  | 102-4                                         | 0-01                                      |                       |  |
| New/Revised Position                | Dan exemite s                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                 |                                                                               |                                                                            | 13600-44-60-102-40-01                                  |                                                          |                                               |                                           |                       |  |
| Employment S<br>  Field Office St   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 | 29                                                                            | SS                                                                         | 13600                                                  | -44-60-                                                  | 102-4                                         | 0-31                                      |                       |  |
| 3. AGENCY                           | 450111001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4. BUREAU/ DIVISION                                                                                                                                                                                             | ı                                                                             |                                                                            | 5. EXMT<br>CODE                                        | 6, WORK<br>COUNTY                                        | 7. A/I<br>AUTH                                | 8.AUDIT                                   | 9. OFFICE<br>USE      |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |                                                                               |                                                                            |                                                        |                                                          |                                               |                                           |                       |  |
| New/Revised Position                | t of Coopleyment Coo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Service Delivery/ Fig                                                                                                                                                                                           | eld Operatio                                                                  | ns                                                                         | 0                                                      | 022                                                      | 1                                             | R                                         |                       |  |
| 10 SECTION                          | t of Employment Secu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 11. UNIT                                                                                                                                                                                                        |                                                                               |                                                                            | 12. TRAN                                               |                                                          | 13                                            | EFFECTIV                                  | ]<br>/E DATE          |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |                                                                               |                                                                            | CODE                                                   |                                                          |                                               | 4404                                      |                       |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |                                                                               |                                                                            | ]                                                      |                                                          |                                               | 11/01                                     | /2020                 |  |
| New/Revised Position Call Center Or | perations/ Lombard C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | all Service Unit B-4                                                                                                                                                                                            |                                                                               |                                                                            |                                                        | 21 ESTAE<br>22 EXEMI                                     |                                               | E CHANC                                   | =                     |  |
| Center - Sect                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |                                                                               | L                                                                          | 1                                                      |                                                          |                                               |                                           |                       |  |
| 14. WORK LOCA                       | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 15. BARGAINING/TERM                                                                                                                                                                                             | CODE                                                                          | Rutan<br>Exempt                                                            |                                                        | 24 POSIT<br>26 CLARI                                     |                                               | MBER CH                                   | ANGE                  |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |                                                                               |                                                                            |                                                        | 27 ADDIT<br>28 WORK                                      |                                               |                                           | CHANGE                |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |                                                                               |                                                                            |                                                        | 21 ABOLI<br>49 DOWN                                      | ***                                           | REALLOC                                   | ATION                 |  |
| Lombard, IL                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | RC06                                                                                                                                                                                                            | 2                                                                             | N                                                                          | ☐ MC1                                                  | 50 LATER                                                 | AL REA                                        | LLOCATIO                                  | ON                    |  |
| % OF TIME                           | 16. COMPLETE CURI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | RENT AND ACCURATE STATE                                                                                                                                                                                         | MENT OF PC                                                                    | SITION ÉS                                                                  |                                                        |                                                          |                                               |                                           |                       |  |
|                                     | employers. Establish objectives which mo services. Collaborate evaluation of service office operations in the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the s | tion, plans and directs Employnes and maintains systems to st directly affect the administres in development of office but delivery programs at the offine absence of the manager of interpretive services.     | monitor em<br>ration of Une<br>udget; collab<br>ce level; ass                 | ployee perf<br>employment<br>orates in pl<br>sumes resp                    | ormance<br>Insurar<br>anning,<br>onsibility            | e agains<br>nce and<br>implemant<br>for over             | st offic<br>Wagr<br>entation                  | e goals<br>er-Peys<br>on and<br>anagen    | and<br>ser<br>nent of |  |
| 30%                                 | to reception.<br>Exchange re<br>agency serv<br>separation a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | irects Employment Security p<br>/intake, claims processing, be<br>egistration process, vocationa<br>ices, such as job developmen<br>and nonseparation adjudication<br>eed interpretive services.                | enefit claims<br>il counseling<br>nt and job pl                               | and payme<br>, job develo<br>acements to                                   | ent issue<br>opment,<br>o the bu                       | s resolu<br>job refe<br>siness c                         | itions,<br>rral, c<br>comm                    | IL Labo<br>oordina<br>unity an            | or<br>Ition of<br>Id  |  |
| 30%                                 | Provides gu<br>reassigns st<br>approves tin<br>abreast of c<br>coordinates                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ns, reviews and evaluates the idance and training to assign aff to meet day-to-day operatine off; prepares and signs perhanges in policy, procedures the implementation of correct of a non-union supervisor to | ed staff; cou<br>ing needs; e<br>rformance e<br>and progran<br>tive action; c | nsels staff i<br>establishes<br>valuations.<br>n operation<br>conducts pre | egardin<br>annual g<br>Conduc<br>s. Discu<br>e-discipl | g work p<br>goals an<br>ts meeti<br>asses pr<br>inary me | perform<br>d objectings to<br>oblem<br>eeting | mance;<br>ectives;<br>o keep s<br>n areas | staff<br>and          |  |
| 10%                                 | 3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                 |                                                                               |                                                                            |                                                        |                                                          |                                               |                                           |                       |  |
| DIRECTOR OF C                       | MS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | IMMEDIATE SUPERVISOR SIGN                                                                                                                                                                                       |                                                                               | GENCY HEAD                                                                 |                                                        |                                                          |                                               | D                                         | ATE                   |  |
|                                     | 39                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | LECEMIE                                                                                                                                                                                                         | 7 5                                                                           | rustin Ri                                                                  | thand                                                  | 1 pt to 1                                                | 11-4                                          | 11/0                                      | 6/2020                |  |
| CMS-104 (Rev. 10/                   | /94) IL 401-0794 TANK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | A-MEULE -                                                                                                                                                                                                       | 11                                                                            |                                                                            |                                                        |                                                          |                                               | •                                         |                       |  |
| PSURE!                              | () 39<br>194) IL 401-0795 Japas<br>2/10/20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | NOV 16 2020                                                                                                                                                                                                     | y                                                                             |                                                                            |                                                        |                                                          |                                               |                                           |                       |  |

| 16. (CONTINUE                                                                                                            | D)                                                                                                                                                                                                                                                                                                                                                                                            |                                                                 | *                                                                                                                 |                                                                                                                                                      |  |  |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| % OF TIME                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                               | PLETE CURRENT AND                                               | ACCURATE STATEMENT OF POSITION                                                                                    | ESSENTIAL FUNCTIONS (Continued)                                                                                                                      |  |  |  |  |  |
| 10%                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                               | Collaborates in pla<br>level; establishes a                     | inning, implementation and evaluat<br>and maintains systems to monitor o<br>ectly related to ensuring the integri | ion of service delivery programs at the office ffice processes in the application of sections of ty of the administration of services and the timely |  |  |  |  |  |
| 10%                                                                                                                      | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit<br>issues, job searches or referrals and separation and nonseparation adjudication, including those of<br>former office staff and close friends or relatives of current staff members. Utilizes Spanish language to<br>assist clients who request or need interpretive services. |                                                                 |                                                                                                                   |                                                                                                                                                      |  |  |  |  |  |
| 05%                                                                                                                      | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.                                                                                                                                                                                                                                                                           |                                                                 |                                                                                                                   |                                                                                                                                                      |  |  |  |  |  |
| 05%                                                                                                                      | 7.                                                                                                                                                                                                                                                                                                                                                                                            | Performs other dut enumerated above                             |                                                                                                                   | are reasonably within the scope of the duties                                                                                                        |  |  |  |  |  |
| conducting                                                                                                               | and sigr                                                                                                                                                                                                                                                                                                                                                                                      | AND NUMBER OF IMM<br>ning performance eval<br>f this position.) | MEDIATE SUPERVISOR (Responsible<br>uations; effectively recommending and                                          | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                   |  |  |  |  |  |
|                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 |                                                                                                                   | WORKING TITLE (IF ANY)                                                                                                                               |  |  |  |  |  |
| PSA, Opt. PC                                                                                                             | 01 3701                                                                                                                                                                                                                                                                                                                                                                                       | 5-44-60-102-00-41                                               |                                                                                                                   | Call Center Manager                                                                                                                                  |  |  |  |  |  |
| 18. CHECK TH                                                                                                             | IE APPR                                                                                                                                                                                                                                                                                                                                                                                       | OPRIATE BOX IF THI                                              | S POSITION IS A:                                                                                                  |                                                                                                                                                      |  |  |  |  |  |
| ⊠ SUPEF                                                                                                                  | RVISOR                                                                                                                                                                                                                                                                                                                                                                                        | OR ☐ LEAD V                                                     | VORKER                                                                                                            |                                                                                                                                                      |  |  |  |  |  |
| tir                                                                                                                      | ne perce<br>as checke                                                                                                                                                                                                                                                                                                                                                                         | ntage(s) allotted.                                              | ponsibilities must be described in a title, position number, and number of si                                     | detailed duty statement(s) with a ubordinate incumbents or authorized funded                                                                         |  |  |  |  |  |
|                                                                                                                          | Position                                                                                                                                                                                                                                                                                                                                                                                      | Title                                                           | Position Number                                                                                                   | No. of Incumbents or Funded Vacancies                                                                                                                |  |  |  |  |  |
| ES Program R                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 | 13650-44-60-102-41-01                                                                                             | 3-10                                                                                                                                                 |  |  |  |  |  |
| ES Program R                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 | 13650-44-60-102-41-31                                                                                             | 2-5                                                                                                                                                  |  |  |  |  |  |
| ES Program R                                                                                                             | ep Int, SS                                                                                                                                                                                                                                                                                                                                                                                    | <u>`</u>                                                        | 13651-44-60-102-41-31                                                                                             | 2-5                                                                                                                                                  |  |  |  |  |  |
|                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 |                                                                                                                   |                                                                                                                                                      |  |  |  |  |  |
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|                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 |                                                                                                                   |                                                                                                                                                      |  |  |  |  |  |
| PERFORM<br>ABILITIES<br>CAN NO L                                                                                         | MANCE C<br>AND LIC<br>ONGER                                                                                                                                                                                                                                                                                                                                                                   | OF THE WORK OF TH<br>CENSURE OR CERTI<br>BE USED.               | IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR                                                     | CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                    |  |  |  |  |  |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework |                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 |                                                                                                                   |                                                                                                                                                      |  |  |  |  |  |

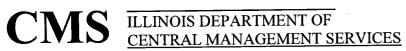
in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand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

clients.

| 1. POSITION TITL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | .E                                                                                                                                                                                                                   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                        | KING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                | BILINGUAL<br>CODE                                                                                                                                   | POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                            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| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                 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| <ul> <li>programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</li> <li>Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          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| 15-104 (Rev. 10/94<br>Shoul 5//6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Janel Janes<br>4)11/401-0794 39<br>4/20 Shelle 19                                                                                                                                                               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| 16. (CONTINUE          |       |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| % OF TIME              | 16.   |                                                                                                                                                                                                                                                      | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 20%                    | 3.    | Security (IDES) and particles and particles system. As employers and hiring for a employers; trains client clients with information up on training program referrals and need for opportunities; assists applicants and employ performs these duties | artner agencies. Assists or register sesses, researches and selects cliairs for job interviews; selects suita applicants requiring services availats to use and interpret self-assessing regarding training programs or sens or job orders for employers requadditional referrals; verifies and rewith the planning, recruitment, and iters in the use of self-service of the for assigned worksites within the sels to fairs and worksites. Utilizes Sels | ed by the Illinois Department of Employment rs job seekers and employers using the IL Labor lient skills; refers clients to training programs or able job openings as listed in the IL Labor able through computer programs and contacts sment vocational exploration tools; provides elected jobs and job interview procedures; follows uesting service from IDES to determine status of ecords placements; as directed, solicits job I execution of hiring fairs. Coaches both e IL Labor Exchange System. As directed, service delivery area other than the primary spanish language to assist clients who request or |
| 10%                    | 4.    | routine, initial or continuous written determinations.                                                                                                                                                                                               | ued claims; investigates, research<br>; conducts reconsidered determina                                                                                                                                                                                                                                                                                                                                                                                    | sues, providing eligibility determinations for<br>nes, and explains case disposition; provides<br>ations and accepts appeals. As directed, performs<br>divery area other than the primary assigned office                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10%                    | 5.    | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                  | olex or specialized issues and/or so<br>workshops to enhance client emp<br>a from file construction and mainte                                                                                                                                                                                                                                                                                                                                             | nd attire as related to a specific job referral; refers<br>ervice needs to relevant office or partner staff.<br>ployability. Assists clients with registration and<br>enance for all relevant IDES automated data files;<br>uties for assigned worksites within the service                                                                                                                                                                                                                                                                                                                                              |
| 05%                    | 6.    | Establishes and maint                                                                                                                                                                                                                                | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                       | e work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 05%                    | 7.    | Performs other duties a enumerated above.                                                                                                                                                                                                            | as required or assigned which are                                                                                                                                                                                                                                                                                                                                                                                                                          | reasonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 17. POSITIOI           | N TIT |                                                                                                                                                                                                                                                      | MEDIATE SUPERVISOR (Responsible                                                                                                                                                                                                                                                                                                                                                                                                                            | e for assigning and reviewing work, preparing,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| conductir              | ng an |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                            | d imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                        |       |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                            | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Employmen              | t Sed | curity Field Office Superv                                                                                                                                                                                                                           | visor 13600-44-22-320-20-01                                                                                                                                                                                                                                                                                                                                                                                                                                | , , , , , , , , , , , , , , , , , , ,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                        |       | PPROPRIATE BOX IF THI                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| NOTE: S                | iunei | visory or lead worker res                                                                                                                                                                                                                            | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                                | a detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| ti                     | ime p | ercentage(s) allotted.                                                                                                                                                                                                                               | <del></del>                                                                                                                                                                                                                                                                                                                                                                                                                                                | • • • • • • • • • • • • • • • • • • • •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| If a box w<br>head cou |       | necked above, list position                                                                                                                                                                                                                          | title, position number, and number of s                                                                                                                                                                                                                                                                                                                                                                                                                    | subordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                        | Pos   | sition Title                                                                                                                                                                                                                                         | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                            | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                        |       | D LICENSURE OR CERTI<br>GER BE USED.                                                                                                                                                                                                                 | FICATION IDENTIFIED ON STANDA                                                                                                                                                                                                                                                                                                                                                                                                                              | RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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



| 1. POSITION TITE                                         | E                                                                                                                                                                                                                                                                    | WORK                                                                                                                                                                         | (ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                    | BILINGUAL<br>CODE                                                                                                                                                 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| CMS-104 (Rev. 40/9<br>My Ma                              | 94) 12401-0794<br>Yu 4-25-19                                                                                                                                                                                                                                         | ĔŸ:                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                              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| % OF TIME                        |                    |                                                                                                                                                                                                                                                                                   | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                      |
| % OF TIME<br>20%                 | 3.                 | Assists clients with various Security (IDES) and par Exchange system. Assemployers and hiring fa Exchange system for an employers; trains clients clients with information up on training programs referrals and need for a opportunities; assists with applicants and employers. | ous programs and services offered<br>tner agencies. Assists or registers<br>esses, researches and selects clie<br>irs for job interviews; selects suital<br>oplicants requiring services availab<br>to use and interpret self-assessman<br>regarding training programs or sel | I by the II I job seel I job seel I stills, I job op I job op I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I throug I th | llinois Department of Employment kers and employers using the IL Labor refers clients to training programs or benings as listed in the IL Labor gh computer programs and contacts ational exploration tools; provides and job interview procedures; follows vice from IDES to determine status of the ements; as directed, solicits job and firing fairs. Coaches both Exchange System. As directed, |
|                                  |                    |                                                                                                                                                                                                                                                                                   | to fairs and worksites. Utilizes Sp                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | iguage to assist clients who request or                                                                                                                                                                                                                                                                                                                                                              |
| 10%                              | 4.                 | routine, initial or continu<br>written determinations;                                                                                                                                                                                                                            | conducts reconsidered determinat                                                                                                                                                                                                                                              | s, and exions and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | iding eligibility determinations for<br>xplains case disposition; provides<br>accepts appeals. As directed, performs<br>a other than the primary assigned office.                                                                                                                                                                                                                                    |
| 10%                              | 5.                 | clients with more compl<br>Conducts employment v<br>claims; processes data<br>extracts and utilizes dat                                                                                                                                                                           | ex or specialized issues and/or se<br>workshops to enhance client emplo<br>from file construction and mainten                                                                                                                                                                 | rvice nee<br>byability.<br>ance for                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | s related to a specific job referral; referseds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service                                                                                                                                                                                              |
| 05%                              | 6.                 | Establishes and maintai                                                                                                                                                                                                                                                           | ins activity reports to demonstrate                                                                                                                                                                                                                                           | work act                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ivity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                      |
| 05%                              |                    | enumerated above.                                                                                                                                                                                                                                                                 | s required or assigned which are r                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | •                                                                                                                                                                                                                                                                                                                                                                                                    |
| conducting                       | g and              |                                                                                                                                                                                                                                                                                   | EDIATE SUPERVISOR (Responsible ations; effectively recommending and                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ning and reviewing work, preparing, disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                     |
|                                  |                    |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                               | WORKII                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | NG TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                    |
| Employment                       | Sec                | urity Field Office Supervi                                                                                                                                                                                                                                                        | sor 13600-44-51-101-20-01                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                      |
| 18. CHECK TH                     | IE A               | PPROPRIATE BOX IF THIS                                                                                                                                                                                                                                                            | S POSITION IS A:                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                      |
| SUPE                             | RVIS               | OR OR □ LEAD W                                                                                                                                                                                                                                                                    | ORKER                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                      |
| NOTE: S                          | upei               | visory or lead worker resp                                                                                                                                                                                                                                                        | oonsibilities <u>must</u> be described in a                                                                                                                                                                                                                                   | detailed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                             |
|                                  |                    | ercentage(s) allotted.                                                                                                                                                                                                                                                            | Ale medition number and number of a                                                                                                                                                                                                                                           | hordinat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | incumbants or outhorized funded                                                                                                                                                                                                                                                                                                                                                                      |
| headcoun                         |                    | necked above, list position ti                                                                                                                                                                                                                                                    | tle, position number, and number of s                                                                                                                                                                                                                                         | ubordinati                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | e incumbents of authorized funded                                                                                                                                                                                                                                                                                                                                                                    |
|                                  | Pos                | sition Title                                                                                                                                                                                                                                                                      | Position Number                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                |
| N/A                              | IZED               | KNOWI EDGES SKILLS                                                                                                                                                                                                                                                                | ARII ITIES LICENSLIRE OR CERTIEI                                                                                                                                                                                                                                              | CATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                                                         |
| PERFORI<br>ABILITIES<br>CAN NO I | MAN<br>S AN<br>LON | CE OF THE WORK OF THI<br>D LICENSURE OR CERTIF<br>GER BE USED.                                                                                                                                                                                                                    | S POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDA                                                                                                                                                                                                                   | ARE NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | W SEVERAL OPTIONS OF SKILLS AND PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                       |
| Requires kno                     | wle                | dge, skills and mental de                                                                                                                                                                                                                                                         | velopment equivalent to four years                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                      |
| social/behavi                    |                    |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | experience as a department intermittent                                                                                                                                                                                                                                                                                                                                                              |

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



| Existing Position   Service   Service Delivery/ Field Operations   Service Delivery/ Field Operation   Service Delivery/ Field Operations   Service Delivery/   | 1. POSITION TITLE                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | WORKING TITLE (IF ANY)          |                          |                                                 | BILINGUAL<br>CODE | POSITION TIT | LE 2. POS             | POSITION NUMBER                                                       |         |                  |         |  |
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| Employment Security Program Representative  4. BUREAU/DIVISION  5. CONTROL 1. Section  1. Department of Employment Security Service Delivery/ Field Operations  1. Department of Employment Security Service Unit II  1. UNIT  5. TRANSACTION  1. SECTION  1. Lawrence Local Office Service Unit II  1. Was a service Program Representative  1. Service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Contained Unit Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Unit II  1. Was a service Service Service Unit II  1. Was a service Service Service Service Service Service Unit II  1. Was a service Service Service Unit II  1. Was a service Service Service Service Service Service II  1. Was a service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service Service S |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                          | 50.5                                            |                   |              |                       |                                                                       |         |                  |         |  |
| 3. AGENCY  4. BUREAU DIVISION  5. CONTROL   1.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Employment Security                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 | 22 PO                    |                                                 |                   | 13650        | 13650-44-51-101-31-41 |                                                                       |         |                  |         |  |
| IL Department of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4. BUREAU/                      | DIVISION                 | <u> </u>                                        | L                 |              | 6. WORK<br>COUNTY     |                                                                       | 8.AUDIT | 9. OFFICE<br>USE |         |  |
| IL Department of Employment Security  Service Delivery Field Operations  11. UNIT  11. SECTION  11. UNIT  11. SECTION  11. UNIT  12. TRANSCETION  12. TRANSCETION  13. EMPERITMENT OF CODE  14. WORK LOCATION  15. BARGAINING/TERM CODE  15. BARGAINING/TERM CODE  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  17. Under general supervision, for an assigned area, assesses and addresses client tumemployment insurance benefits, including but not limited to interstate, military and other federal or there feed to or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned of fice.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or complex issues used and restrict the processing of claims for unemployment insurance benefits, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims date using automated systems, refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility fac | Existing Position                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                          |                                                 |                   |              |                       |                                                                       |         |                  |         |  |
| IL Department of Employment Security 15. SECTION 15. SECTION 15. SECTION 15. DEPARTMENT ON 15. DEPARTM | New/Revised Position                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | On its Delivery Field Organians |                          |                                                 |                   | 016          | \                     | Ь В                                                                   |         |                  |         |  |
| Chicago Region/ Lawrence Local Office   Service Unit II       MADT ESTABLISH   MADT ESTAB   | IL Department of Employment Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                          |                                                 |                   |              |                       |                                                                       | l .     |                  | /E DATE |  |
| NewWindowset Position  Chicago Region/ Lawrence Local Office  Service Unit II  14. WORK LOCATION  15. BARGAINING/TERM CODE  RESIDENT  15. BARGAINING/TERM CODE  RESIDENT  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION NUMBER CHANGE  AND MORE ACCURATE STATEMENT OF POSITION NUMBER CHANGE  AND MORE ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Chicago, IL  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Chicago, IL  17. Worker of the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment, conducts benefit rights interviews, provides orientation and clarifies eligibility factors, adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit insurance with complex information on available job training and/or educational programs, provides information on available job training and/or educational programs, provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the f |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 | 11. UNIT                 |                                                 |                   |              |                       |                                                                       |         |                  | - I     |  |
| Chicago Region/ Lawrence Local Office  15. BARGAINING/TERM CODE  15. BARGAINING/TERM CODE  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claims issues. Using the IL Labor Exchange system, selects or training programs these duties for assigned worksites. Utilizes Polish language to assist clients with complex issues and/or service services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients with complex sissues and/or service services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; or than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients with complex sissues and/or service services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance and Wagner-Peyser service needs. Provides services related to the processin | Existing Position                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                          |                                                 |                   |              |                       | 02/16/2019                                                            |         |                  |         |  |
| 15. BARGAINING/TERM CODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 | Service Unit II          |                                                 |                   |              | писс                  | ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE             |         |                  |         |  |
| McC22 ADDITIONAL IDENTICAL CHANGE   Moc23 ADDITIONAL IDENTICAL CHANGE   McC24 MORE COUNTY CHANGE   MCC25 MORE COUNTY CHANGE   MCC26 MORE COUNTY CHANGE   MCC26 MORE COUNTY CHANGE   MCC26 MORE COUNTY CHANGE   MCC26 MORE COUNTY CHANGE   MCC26 MORE COUNTY CHANGE   MCC26 MORE MORE COUNTY CHANGE   MCC26 MORE MORE MORE COUNTY CHANGE   MCC26 MORE MORE MORE MORE MORE COUNTY CHANGE   MCC26 MORE MORE MORE MORE MORE MORE MORE MORE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                          |                                                 |                   |              |                       |                                                                       |         |                  |         |  |
| Notes in the provides and present insurance benefits, including but not limited to interstate, military and other federal or trade services.  1. Assesses and addresses clients with complex fravels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses and addresses and addresses client Unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than tep minary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and normonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formati |                                                                                       | THON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 | 13. BANGAINING/TERWIOODE |                                                 |                   |              | ☐ MC                  | ☐ MC027 ADDITIONAL IDENTICAL CHANGE                                   |         |                  |         |  |
| 2444 West Lawrence Chicago, IL  N Grime 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and orther federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment binstory and work status, provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs, provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment assists in the formation of work search action plan and reviews for compliance; expl |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                          |                                                 |                   |              | 🔲 мо                  | MD021 ABOLISH  MC149 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION |         |                  |         |  |
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| complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  DIRECTOR OF CMS SIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  WAR 2 8 20:3  MAR 2 8 20:3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                       | nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services. |                                 |                          |                                                 |                   |              |                       |                                                                       |         |                  |         |  |
| mel sole 03/22/2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                       | complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 |                          |                                                 |                   |              |                       |                                                                       |         |                  |         |  |
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| MS-104 (Kev. 10/94) IL-401-0/94                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <u> </u>                                                                              | 27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 | MAK 28 26                | ):3 <u>                                    </u> |                   |              | 3 20                  | vvv                                                                   |         |                  |         |  |
| 72 N - 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | MS-104 (Rev. 10/)                                                                     | 94) IL-401-0794                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 | ,                        | Ũ                                               |                   |              |                       |                                                                       |         |                  |         |  |

| % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                      |
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| <ul> <li>OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)</li> <li>Assists clients with various programs and services offered by the Illinois Department of Employers Security (IDES) and partner agencies. Assists or registers job seekers and employers using the Exchange system. Assesses, researches and selects client skills; refers clients to training programs and hiring fairs for job interviews; selects suitable job openings as listed in the IL Exchange system for applicants requiring services available through computer programs and employers; trains clients to use and interpret self-assessment vocational exploration tools; proclients with information regarding training programs or selected jobs and job interview procedure on training programs or job orders for employers requesting service from IDES to determine</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ne IL Labor ograms or abor contacts ovides ures; follows e status of |
| referrals and need for additional referrals; verifies and records placements; as directed, solicit opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches be applicants and employers in the use of self-service of the IL Labor Exchange System. As directly performs these duties for assigned worksites within the service delivery area other than the properties of the IL Labor Exchange System. As directly assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who remaind interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | s job<br>oth<br>cted,<br>imary                                       |
| 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determination routine, initial or continued claims; investigates, researches, and explains case disposition; prowritten determinations; conducts reconsidered determinations and accepts appeals. As directed these duties for assigned worksites within the service delivery area other than the primary assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ovides<br>ed, performs                                               |
| 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job re clients with more complex or specialized issues and/or service needs to relevant office or part Conducts employment workshops to enhance client employability. Assists clients with registra claims; processes data from file construction and maintenance for all relevant IDES automate extracts and utilizes data. As directed, performs these duties for assigned worksites within the delivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ner staff.<br>ation and<br>d data files;                             |
| 05% 6. Establishes and maintains activity reports to demonstrate work activity and detail time chargin 05% 7. Performs other duties as required or assigned which are reasonably within the scope of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the details of the |                                                                      |
| enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                      |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, prepare conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting for the incumbent of this position.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | aring,<br>ng grievances                                              |
| WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                      |
| Employment Security Field Office Supervisor 13600-44-51-101-30-01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                      |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                      |
| ☐ SUPERVISOR OR ☐ LEAD WORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                      |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                      |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized fur headcount:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | nded                                                                 |
| Position Title Position Number No. of Incumbents or Funde                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | d Vacancies                                                          |
| N/A  AD EDECIALIZED KNOWLEDGES SKILLS ADJUTIES LICENSLIDE OF CERTIFICATION NECESSARY FOR THE SLICE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CECELII                                                              |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCEPERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF S ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECICAN NO LONGER BE USED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KILLS AND<br>FICATION"                                               |
| Requires knowledge, skills and mental development equivalent to four years college with academic background                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                      |
| social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department staff member and a minimum of two years college credits completed with passing grades in social/behavioral sc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                      |
| business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ees, in the                                                          |
| employee Upward Mobility Program may complete combinations of specific proficiency tests and training program to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                      |

16 (CONTINUED)

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

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

| 1. POSITION TIT                                  | LE                                                                                                                                | WOR                                                                                                                                                                                      | KING TITLE (IF ANY)                                                                                                                                  | BILINGUAL                                                                                                                                                                                          | POSITION TITL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2. POS                                                                                                                                                                                                                                            | ITION NU                                                                                                    | MBER                                                                      |                                                                                                                             |                                                            |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Existing Position                                |                                                                                                                                   |                                                                                                                                                                                          |                                                                                                                                                      |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                   |                                                                                                             |                                                                           |                                                                                                                             |                                                            |
| New/Revised Position Employment: Program Rep     | Security                                                                                                                          |                                                                                                                                                                                          |                                                                                                                                                      | 29                                                                                                                                                                                                 | SS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 13650                                                                                                                                                                                                                                             | 0-44-51-                                                                                                    | 102-1                                                                     | 0-31                                                                                                                        |                                                            |
| 3. AGENCY Existing Position                      |                                                                                                                                   |                                                                                                                                                                                          | 4. BUREAU/ DIVISION                                                                                                                                  | ·                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5. EXMT<br>CODE                                                                                                                                                                                                                                   | 6. WORK<br>COUNTY                                                                                           | 7. A/I<br>AUTH                                                            | 6.AUDIT                                                                                                                     | 9. OFFICE<br>USE                                           |
| New/Revised Position                             |                                                                                                                                   |                                                                                                                                                                                          |                                                                                                                                                      |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | _                                                                                                                                                                                                                                                 |                                                                                                             |                                                                           |                                                                                                                             | ١,                                                         |
|                                                  | nt of Employment Secur                                                                                                            | rity                                                                                                                                                                                     | Service Delivery/ F                                                                                                                                  | ield Oper                                                                                                                                                                                          | ations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 12 TRAI                                                                                                                                                                                                                                           | 016                                                                                                         | 2                                                                         | R<br>3. EFFECTIVE                                                                                                           | VE DATE                                                    |
| Existing Position                                |                                                                                                                                   |                                                                                                                                                                                          | 11. UNII                                                                                                                                             |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | CODE                                                                                                                                                                                                                                              |                                                                                                             |                                                                           |                                                                                                                             |                                                            |
| New/Revised Position                             |                                                                                                                                   |                                                                                                                                                                                          |                                                                                                                                                      |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 4                                                                                                                                                                                                                                                 |                                                                                                             | L                                                                         | 05/16/                                                                                                                      | /2020                                                      |
| Chicago Regi                                     | on/71st Street Local O                                                                                                            | ffice                                                                                                                                                                                    |                                                                                                                                                      |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | mc                                                                                                                                                                                                                                                | 021 ESTAI<br>022 EXEM                                                                                       | PTCO                                                                      |                                                                                                                             |                                                            |
| 14. WORK LOCA                                    | TION                                                                                                                              |                                                                                                                                                                                          | 15. BARGAINING/TERM                                                                                                                                  | CODE                                                                                                                                                                                               | Rutan<br>Exemp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | □ MC                                                                                                                                                                                                                                              | 024 POSI<br>026 CLAR                                                                                        | IFY                                                                       |                                                                                                                             |                                                            |
| Existing Position                                |                                                                                                                                   |                                                                                                                                                                                          | ·                                                                                                                                                    |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | □ MC                                                                                                                                                                                                                                              | 027 ADDI<br>028 WOR<br>021 ABOL                                                                             | K COUN                                                                    |                                                                                                                             | L CHANGE<br>BE                                             |
| New/Revised Position Daley College 7500 S. Pulas | e<br>ski; Chicago, IL                                                                                                             |                                                                                                                                                                                          | RC062                                                                                                                                                |                                                                                                                                                                                                    | N                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MC MC                                                                                                                                                                                                                                             | 149 DOW<br>150 LATE!<br>158 UPW/                                                                            | NWARD<br>RAL RE                                                           | ALLOCATI                                                                                                                    | ON                                                         |
| % OF TIME                                        | 16. COMPLETE CURRE                                                                                                                | NT AND                                                                                                                                                                                   | ACCURATE STATEMEN                                                                                                                                    | NT OF PC                                                                                                                                                                                           | SITION ES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | SENTIAL                                                                                                                                                                                                                                           | FUNCT                                                                                                       | ONS                                                                       | -                                                                                                                           |                                                            |
| 25%<br>25%                                       | Provides sen including but benefit rights eligibility and training and/o system, deteracilitate self-compliance; o assist clients | t interview Using the acement a acts data us office or   s for assig es Spanis d address vices relat not limite interview discem e or educati mines rel service; a explains ri who requi | vs; provides orientation<br>IL Labor Exchange sound follow-up services<br>sing automated data sound<br>partner staff; establishined worksites within | en and cla<br>ystem, so<br>son avail<br>systems;<br>hes and r<br>the service<br>clients when and oth<br>mine une<br>and work so<br>des informed<br>application of work<br>ties on be<br>we service | arifies eligicelects suitelects suitelects suitelects suitelects continued and requested bility fact<br>able job or<br>ders or to<br>nts with or<br>activity re-<br>activity re-<br>area, of<br>area, of<br>tor need<br>Wagner-<br>ployment<br>or trade<br>nt insurar<br>vides info<br>he use of<br>ches in the<br>ches in the<br>grams. U | ors; adjuberings raining promplex eports. A their than interpression and revision and revisions Stillizes S | dicates for a programment of the petive service on avaluation riews panis | es mino applicant arms; es and sected, orimary ervices. e needs enefits, Conductary vallable je Exchana proces for h langua | r<br>ts;<br>ervice<br>cts<br>job<br>ige<br>is to<br>age to |
|                                                  | complex and<br>of Employme<br>incentive pro                                                                                       | special cl<br>nt Securit<br>grams. Lo                                                                                                                                                    | aims on benefit entitly (IDES); processes ads and extracts clair enefit Information System MAY 19 2020                                               | ement pr<br>client vou<br>ms data i                                                                                                                                                                | ograms acuchers or e<br>using auto                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | lminister<br>ligibility t<br>mated sy                                                                                                                                                                                                             | ed by the<br>forms for<br>stems in                                                                          | e Illind<br>r targe<br>noludi                                             | ois Depa<br>et funde<br>ng but n                                                                                            | artment<br>d or tax                                        |
| DIRECTOR OF C                                    | MS)SIGNATURE                                                                                                                      | IMMEDIATE                                                                                                                                                                                | SUPERVISOR SIGNATI                                                                                                                                   |                                                                                                                                                                                                    | GENCY HEA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | asc                                                                                                                                                                                                                                               | ran                                                                                                         | ا د                                                                       | 1                                                                                                                           | ATE                                                        |
| CMS-104 (Rev. 10                                 | / 30   30                                                                                                                         |                                                                                                                                                                                          | /                                                                                                                                                    |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1-16                                                                                                                                                                                                                                              | an                                                                                                          | انت                                                                       | 05/1                                                                                                                        | 7/2020                                                     |
| ent 5/20/2                                       | . State Town 570                                                                                                                  | 7/2                                                                                                                                                                                      |                                                                                                                                                      | 7                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                   |                                                                                                             |                                                                           |                                                                                                                             |                                                            |

| 16. (CONTINUE                  |              |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME                      | 16. COM      | IPLETE CURRENT AND                                                                                                                                                                                  | DACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                            | ESSENT                                                                                                     | IAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                       |
| 20%                            | 3.           | Security (IDES) ar<br>Labor Exchange s<br>refers clients to en<br>IL Labor Exchange<br>contacts employer<br>job interview proce<br>determine status of<br>directed, solicits jo<br>Coaches both app | nd partner agencies. Assists or reging system. Assesses client skills, resemployers and hiring fairs for job intellie system for applicants requiring sens; provides clients with information edures; follows up on job orders for of referrals and need for additional rob opportunities; assists with the plablicants and employers in the use of dworksites. Utilizes Spanish languages | isters job<br>parches a<br>prviews;<br>pervices a<br>pregardin<br>employ<br>referrals<br>anning, refersels | y the Illinos Department of Employment b seekers and employers using the IL and modifies the skills to match the client; selects suitable job openings as listed in available through computer programs and ng selected training programs or jobs and yers requesting service from IDES to so yerifies and records placements; as recruitment, and execution of hiring fairs assist clients who request or need |
| 10%                            | 4.           | continued claims;                                                                                                                                                                                   | benefit claim issues, providing elig<br>investigates, researches, and expla<br>onducts reconsidered determination                                                                                                                                                                                                                                                                          | ains cas                                                                                                   | e disposition; provides written                                                                                                                                                                                                                                                                                                                                                                                 |
| 10%                            | 5.           | relationships and a<br>specialized service<br>client employability                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                            | erral; ref<br>Conduct<br>nd claim                                                                          | fers clients with more complex or<br>ts employment workshops to enhance<br>as; processes data from file construction                                                                                                                                                                                                                                                                                            |
| 05%                            | 6.           | Establishes and m                                                                                                                                                                                   | naintains activity reports to demonst                                                                                                                                                                                                                                                                                                                                                      | trate wo                                                                                                   | rk activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                           |
| 05%                            |              | enumerated above                                                                                                                                                                                    | e.                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                            | sonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                          |
| conducting                     | g and sig    |                                                                                                                                                                                                     | MEDIATE SUPERVISOR (Responsible<br>uations; effectively recommending and                                                                                                                                                                                                                                                                                                                   |                                                                                                            | gning and reviewing work, preparing,<br>ig disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                         |
|                                |              |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                            | WORK                                                                                                       | ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                              |
| • •                            |              | -44-51-102-00-01                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                            | Local                                                                                                      | Office Manager                                                                                                                                                                                                                                                                                                                                                                                                  |
| 18. CHECK TH                   | IE APPRO     | OPRIATE BOX IF THI                                                                                                                                                                                  | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                 |
| ☐ SUPER                        | <b>NISOR</b> | OR 🗆 LEAD W                                                                                                                                                                                         | VORKER                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                |              |                                                                                                                                                                                                     | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                | detailed                                                                                                   | duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                        |
| tii<br>If a box wa<br>headcoun | as checke    | entage(s) allotted.<br>ed above, list position                                                                                                                                                      | title, position number, and number of su                                                                                                                                                                                                                                                                                                                                                   | ubordina                                                                                                   | ite incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                             |
|                                | Position     | Title                                                                                                                                                                                               | Position Number                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                            | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                           |
| N/A                            |              |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                |              |                                                                                                                                                                                                     | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                 |
| PERFORM                        | MANCE O      | F THE WORK OF TH                                                                                                                                                                                    | IS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                                                                                                                                             | <b>ARE NO</b>                                                                                              | NECESSARY FOR THE SUCCESSFUL<br>OW SEVERAL OPTIONS OF SKILLS AND<br>E PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                            |

Requires knowledge, skills and mental development equivalent to four years college with academic background in

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



| 1. POSITION TITL                    | .E                                                                                                                                                                                                           | WORK                                                                                                                                                                                                 | (ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                       | BILINGUAL<br>CODE                                                                                                                                                                      | POSITION 1                                                                                                                                                                                        | TITLE 2. 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| 14. WORK LOCAT                      |                                                                                                                                                                                                              | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                | 15. 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| 25%                                 | services related limited to intersta with clients to de discern employmerovides information use of the IL Lab the registration pand reviews for coprograms. As direction other than the printerpretive servi | it claim issine ferrals, paims data in ice or partrigned works worksites. Ut ddresses clate the proceste, military termine unnent history tion on avaion Exchanion cess to feed, perfimary assignes. | ues. Using the IL L lacement and follow using automated syner staff; established sites within the service Utilizes Spanish land lient Unemployment essing of claims for and other federal of employment insurar and work status; per allable job training a ge system, determit acilitate reemployment; explains client right forms these duties figured office. 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| 25%                                 | complex and spe<br>Employment Sec<br>not limited to the                                                                                                                                                      | ecial claims<br>curity (IDES<br>Illinois Be<br>ns these du                                                                                                                                           | to receipt, review, es on benefit entitlem S). Loads and extra nefit Information Sy uties for assigned w                                                                                                                                                                                                                                                                  | ent progra<br>acts claims<br>stem (IBIS                                                                                                                                                | ams adn<br>s data us<br>S), Illinoi:                                                                                                                                                              | ninistered b<br>sing automa<br>s Job Link (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | y the Illir<br>ited syst<br>IJL) and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | nois D<br>ems i<br>Gen                                                                                                                               | epartm<br>ncludin<br>Fax. 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| DIRECTOR OF C                       | MS STENATURE  MU  MU  27                                                                                                                                                                                     | 1 1 5                                                                                                                                                                                                | E SUPERVISOR SIGNA                                                                                                                                                                                                                                                                                                                                                        | ATURE A                                                                                                                                                                                |       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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DATE<br>22/2019                                                                                     |

| 16. (CONTINUED)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Employment Security Field Office Supervisor 13600-44-51-102-30-01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| ☐ SUPERVISOR OR ☐ LEAD WORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| time percentage(s) allotted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Position Title Position Number No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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



| 1. POSITION TIT                      | LE                                            | WOR          | KING TITLE (              | IF ANY)                               | BILINGUAL               | POSITIO             | ON TITLE<br>N CODE   | 2. POS          | ITION NU              | MBER           |                    |                  |
|--------------------------------------|-----------------------------------------------|--------------|---------------------------|---------------------------------------|-------------------------|---------------------|----------------------|-----------------|-----------------------|----------------|--------------------|------------------|
| Existing Position                    |                                               |              | ····                      |                                       | CODE                    | Or no               | NOODE                |                 |                       | ,              |                    |                  |
| New/Revised Position                 |                                               | <u> </u>     |                           |                                       |                         | 1                   |                      |                 |                       |                |                    |                  |
| Employment S                         |                                               |              |                           |                                       | 03                      | C                   | H                    | 13650           | -44-51-               | 107-2          | 1-21               |                  |
| Program Repr                         | esentative                                    | <u></u>      | 4. BUREAU                 | J/ DIVISION                           |                         | l                   |                      | 5. EXMT<br>CODE | 6. WORK<br>COUNTY     | 7. A/I<br>AUTH | 8.AUDIT            | 9. OFFICE<br>USE |
| Existing Position                    | .,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,       |              |                           |                                       |                         |                     |                      | CODE            | COUNTY                | AUIR           |                    | USE              |
| New/Revised Position                 |                                               |              |                           |                                       |                         |                     |                      | •               | 040                   |                |                    |                  |
| IL Department                        | t of Employment Secur                         | ity          |                           | Delivery/ Fi                          | eld Oper                | ations              |                      | 0<br>12. TRAN   | 016                   | Y              | R<br>3. EFFECTIV   | E DATE           |
| 10. SECTION                          |                                               |              | 11. UNIT                  |                                       |                         |                     |                      | CODE            | SACTION               | - 1            | o. EFFECTIV        | EDATE            |
| Existing Position                    |                                               |              |                           |                                       |                         |                     |                      |                 |                       |                | 02/16/             | /2019            |
| New/Revised Position                 |                                               |              |                           | 1                                     | <u> </u>                |                     |                      |                 | 04 50745              |                |                    |                  |
| Chicago Regio                        | on/ Pilsen Local Office                       |              | Service L                 | Jnit i                                |                         |                     |                      | □ мс∘           | 21 ESTAE<br>22 EXEM   | PT COD         |                    |                  |
| 14. WORK LOCA                        | TION                                          |              | 15. BARGA                 | INING/TERM                            | 1 CODE                  |                     | Rutan<br>Exempt      |                 | 24 POSIT<br>26 CLARI  |                | MBER CH            | ANGE             |
| Existing Position                    |                                               |              |                           |                                       |                         |                     |                      |                 | 27 ADDIT<br>28 WORK   |                |                    |                  |
|                                      |                                               | <u></u>      |                           |                                       |                         |                     |                      | ☐ MD0           | 21 ABOLI<br>49 DOWN   | SH             |                    |                  |
| New/Revised Position<br>1700 West 18 | th Street                                     |              |                           | RC062                                 |                         |                     | N                    | ☐ MC1           | 50 LATER              | RAL REA        | ALLOCATIO          | NC               |
| Chicago, IL                          |                                               |              |                           | NC002                                 |                         |                     | 14                   | ∐ MC1           | 58 UPWA               | KU KEA         | ALLOGATIC          | אכ               |
| % OF TIME                            | 16. COMPLETE CURR                             | ENT AND      | ACCURATE                  | STATEME                               | NT OF PO                | OSITIO              | N ESS                | ENTIAL          | FUNCT                 | ONS            |                    |                  |
|                                      | Under general super                           | vision, for  | an assigne                | ed area, as                           | sesses a                | nd ad               | dresse               | s client        | Unemp                 | loyme          | ent Insu           | rance            |
|                                      | and Wagner-Peyser                             | service ne   | eds. Provid               | des service                           | es related              | to the              | e proce              | essing (        | of claims             | s for u        | inempio<br>Idiustm | yment<br>ont:    |
|                                      | insurance benefits, in conducts benefit right | icluding bi  | ut not iimite             | ea lo inters<br>es orientati          | iale, milli<br>on and c | lary ar<br>Iarifias | ia oirit<br>: Aliaih | ility fact      | arurua<br>hors: adi   | ue rec         | aujusiiii<br>tes   | ent,             |
|                                      | nonseparation benefit                         | it claim iss | ws, provide<br>ues Usino  | n the II I a                          | bor Exch                | ange                | svsten               | n selec         | ts suitat             | ole iob        | openin             | as for           |
|                                      | applicants, provides                          | referrals. r | placement a               | and follow-                           | up servi                | ces on              | availa               | ble iob         | orders                | or trai        | ning pro           | grams;           |
|                                      | loads and extracts cla                        | aims data    | using auto                | mated sys                             | tems; ref               | ers cli             | ents w               | ith com         | plex iss              | ues a          | nd/or se           | ervice           |
|                                      | needs to relevant offi                        | ce or parti  | ner staff; es             | stablishes                            | and mair                | ntains              | activity             | / report        | s. As dii             | ected          | l, perfor          | ms               |
|                                      | these duties for assig                        | ned work     | sites within              | the servic                            | e deliver               | y area              | other                | than th         | e prima               | ry ass         | igned o            | ffice.           |
|                                      | Travels to fairs and w                        | vorksites.   | Utilizes Chi              | inese lang                            | uage to a               | assist (            | clients              | who re          | quest o               | need           | ınterpr            | etive            |
|                                      | services.                                     |              |                           |                                       |                         |                     |                      |                 |                       |                |                    |                  |
| 25%                                  | 1. Assesses and ac                            | ldresses c   | lient Unem                | ployment I                            | nsurance                | e and               | Wagn                 | er-Peys         | er servi              | ce ne          | eds. Pro           | ovides           |
|                                      | services related t                            | to the proc  | essing of o               | claims for ι                          | inemploy                | ment                | insura               | nce bei         | nefits, in            | cludir         | ng but n           | ot               |
|                                      | limited to intersta                           |              |                           |                                       |                         |                     |                      |                 |                       |                |                    |                  |
|                                      | with clients to de                            | termine ur   | nemployme                 | ent insuran                           | ce claim:               | s mon               | etary a              | and non         | moneta                | ry elig        | jibility a         | nd               |
|                                      | discern employm                               | ent histor   | y and work                | status; pro                           | ovides or               | ientati             | on and               | ciaritie        | es eligib<br>erovidos | HITY TA        | ctors;             | on the           |
|                                      | provides informa<br>use of the IL Lab         | tion on av   | aliable job<br>ide system | training an                           | a/or eau:<br>es releva  | nt ser              | ai prog<br>vices f   | or the a        | nnlican               | and            | coaches            | s in             |
| 1                                    | the registration p                            | rocess to    | facilitate re             | emplovme                              | nt: assis               | ts in th            | ne forn              | nation c        | of work s             | earch          | action             | plan             |
|                                      | and reviews for o                             | compliance   | e: explains               | client right                          | s and re                | spons               | ibilities            | as the          | y pertair             | to be          | enefits            | •                |
|                                      | programs. As dire                             | ected, per   | forms thes                | e duties fo                           | r assigne               | ed wor              | ksites               | within t        | he servi              | ce de          | livery a           | rea              |
|                                      | other than the pr                             |              | gned office               | e. Utilizes (                         | Chinese I               | angua               | age to               | assist c        | lients w              | ho red         | quest or           | need             |
|                                      | interpretive servi                            | ces.         |                           |                                       |                         |                     |                      |                 |                       |                |                    |                  |
| 25%                                  | 2. Performs function                          | ne related   | to receint                | review en                             | try analy               | vsis ar             | nd reso              | olution (       | of all typ            | es of          | routine.           |                  |
| 2576                                 | complex and spe                               | cial claim   | s on benefi               | it entitleme                          | nt progra               | ams a               | dminis               | tered b         | v the Illin           | nois D         | epartm             | ent of           |
|                                      | Employment Sec                                | curity (IDE  | S). Loads                 | and extrac                            | ts claims               | data                | using                | automa          | ,<br>ited syst        | ems i          | ncluding           | g but            |
|                                      | not limited to the                            | Illinois Be  | nefit Inforn              | nation Sys                            | tem (IBIS               | S), Illin           | ois Jo               | b Link (        | IJL) and              | Gen            | Tax. As            |                  |
|                                      | directed, perform                             |              | uties for as              | signed wo                             | rksites w               | ithin th            | ne ser               | vice del        | ivery are             | ea oth         | er than            | the              |
|                                      | primary assigned                              | d office.    |                           |                                       |                         |                     |                      |                 |                       |                |                    |                  |
|                                      |                                               |              |                           | : : : : : : : : : : : : : : : : : : : | `                       |                     |                      |                 |                       |                |                    |                  |
| DIDECTOR OF 1                        | DAG CICALATUDE                                |              | E SUPERVIS                |                                       |                         | CENC                | V HEAD               | SIGNAT          | URF                   |                |                    | DATE             |
| DIRECTOR OF C                        | MS SIGNATURE                                  | INMEDIA      | MAR 2                     |                                       |                         |                     | ma                   | 3Ch             | ans                   | 1              |                    |                  |
|                                      | and orde                                      |              |                           |                                       | <u>.i_</u> ].           |                     | brd                  | - Ju            | em                    | انۃ            | 03/                | 22/2019          |
| CMS-104 (Rev. 10                     | 194) IL 101-0794<br>W 4:25-19                 | В            | Y:                        |                                       |                         |                     |                      |                 |                       |                |                    |                  |
| Milley                               | us 4:25-19                                    |              |                           |                                       |                         |                     |                      |                 |                       |                |                    |                  |
| 775, 0                               |                                               |              |                           |                                       |                         |                     |                      |                 |                       |                |                    |                  |

| 16. (CONTINUE                        | D)           |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                      |                                                                                                                                                                                                                                                      |
|--------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME                            | 16.          | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                 | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                          | ESSENTI                                                                                              | AL FUNCTIONS (Continued)                                                                                                                                                                                                                             |
| 20%                                  | 3.           | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training programs<br>referrals and need for a<br>opportunities; assists w<br>applicants and employe<br>performs these duties for | rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitable pplicants requiring services available to use and interpret self-assessman regarding training programs or selects or job orders for employers reques additional referrals; verifies and recreith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the select to fairs and worksites. Utilizes Ch | job see int skills ole job ole throu nent voc ected jo esting se ords pla executio IL Laboraryice de | gh computer programs and contacts ational exploration tools; provides bs and job interview procedures; follows rvice from IDES to determine status of cements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed, |
| 10%                                  | 4.           | routine, initial or continu<br>written determinations;                                                                                                                                                                                                                                               | conducts reconsidered determinati                                                                                                                                                                                                                                                                                                                                                                                                                                       | s, and e<br>ions and                                                                                 | viding eligibility determinations for explains case disposition; provides accepts appeals. As directed, performs a other than the primary assigned office.                                                                                           |
| 10%                                  | 5.           | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                  | lex or specialized issues and/or set<br>workshops to enhance client emplo<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                                                         | rvice ne<br>oyability<br>ance foi                                                                    | is related to a specific job referral; refers<br>eds to relevant office or partner staff.<br>. Assists clients with registration and<br>all relevant IDES automated data files;<br>ssigned worksites within the service                              |
| 05%                                  | 6.           | Establishes and mainta                                                                                                                                                                                                                                                                               | ins activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                     | work ac                                                                                              | tivity and detail time charging.                                                                                                                                                                                                                     |
| 05%                                  | 7.           | Performs other duties a enumerated above.                                                                                                                                                                                                                                                            | as required or assigned which are re                                                                                                                                                                                                                                                                                                                                                                                                                                    | easonal                                                                                              | ply within the scope of the duties                                                                                                                                                                                                                   |
| conducting                           | g and        |                                                                                                                                                                                                                                                                                                      | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                      | ning and reviewing work, preparing,<br>g disciplinary action and adjusting grievances                                                                                                                                                                |
|                                      |              |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | WORK                                                                                                 | ING TITLE (IF ANY)                                                                                                                                                                                                                                   |
| Employment                           | Sec          | urity Field Office Supervi                                                                                                                                                                                                                                                                           | isor 13600-44-51-107-20-31                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                      |                                                                                                                                                                                                                                                      |
|                                      |              | PPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                      |                                                                                                                                                                                                                                                      |
| SUPE                                 | RVIS         | OR OR LEAD W                                                                                                                                                                                                                                                                                         | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                      |                                                                                                                                                                                                                                                      |
|                                      |              |                                                                                                                                                                                                                                                                                                      | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                                             | detailed                                                                                             | duty statement(s) with a                                                                                                                                                                                                                             |
|                                      | as ch        | ercentage(s) allotted.<br>ecked above, list position t                                                                                                                                                                                                                                               | itle, position number, and number of su                                                                                                                                                                                                                                                                                                                                                                                                                                 | ubordina                                                                                             | te incumbents or authorized funded                                                                                                                                                                                                                   |
|                                      | Pos          | sition Title                                                                                                                                                                                                                                                                                         | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                      | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                |
| N/A                                  |              |                                                                                                                                                                                                                                                                                                      | . Comon name                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                      |                                                                                                                                                                                                                                                      |
| 19. SPECIALI<br>PERFORM<br>ABILITIES | MAN(<br>S AN | CE OF THE WORK OF TH                                                                                                                                                                                                                                                                                 | IS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                                                                                                                                                                                                                          | ARE NO                                                                                               | NECESSARY FOR THE SUCCESSFUL<br>DW SEVERAL OPTIONS OF SKILLS AND<br>E PHRASE "SAME AS SPECIFICATION"                                                                                                                                                 |
|                                      |              |                                                                                                                                                                                                                                                                                                      | velopment equivalent to four years                                                                                                                                                                                                                                                                                                                                                                                                                                      | college                                                                                              | with academic background in                                                                                                                                                                                                                          |

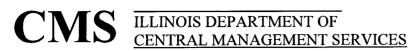
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed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



| Existing Position  New/Revised Position IL Department of Employment Security  Service Delivery/ Field Operations  0 016 Y                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              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| 3. AGENCY  4. BUREAU DIVISION  5. Service Delivery/ Field Operations  10. SECTION  10. SECTION  11. UNIT  12. TRANSACTION  10. SECTION  11. UNIT  12. TRANSACTION  13. BARGAINING/TERM CODE  14. WORK LOCATION  15. BARGAINING/TERM CODE  15. BARGAINING/TERM CODE  1700 West 18th Street  1700 West 18th Street  1700 West 18th Street  1700 West 19th Street  18. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS and Wagner-Peyser service needs. Provides services related to the processing of claims for insurance benefits, including but not limited to interstate, military and other federal or trade readjusted to release to relevant office or partner staff, establishes and maintains activity reports. As directed these duties for assigned worksites within the service delivery area other than the primary as services related to the processing of claims for unemployment insurance benefits, including the sum of the service delivery area other than the primary as Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or needs every descriptions on a claim of the service of the services related to the processing of claims for unemployment insurance benefits, including the services of the services of the services of the services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service in services related to the processing of claims for unemployment insurance benefits, including limited to interstate, military and other federal or trade readjustment. Conducts benefit right insurance benefits, including limited to interstate, military and other federal or trade readjustment. Conducts benefit right insurance and worksites. Utilizes Spanish language to assist clients who request or needs to relevant office or partner staff, establishes and maintains activity reports. As directed to the processing of claims for unemployment insurance benefits, including limited to interstate, military and other federal or trade readjustment. Conducts benefit right wit | 21-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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| NewTransided Position   11. UNIT   12. TRANSACTION   10. SECTION   11. UNIT   12. TRANSACTION   10. SECTION   11. UNIT   12. TRANSACTION   12. TRANSACTION   12. TRANSACTION   13. DRANSACTION   14. UNIT   12. TRANSACTION   15. DRANSACTION   15.    | 8.AUDIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 8.AUDIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7. 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| IL Department of Employment Security  Service Unit I  10. SECTION  11. 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| 10. SECTION   11. UNIT   12. TRANSACTION   12. TRANSACTION   13. TRANSACTION   14. WORK LOCATION   15. BARGAINING/TERM CODE   15. 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| Chicago Region/ Pilsen Local Office    14. 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| Chicago, IL  % OF TIME  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemploym and Wagner-Peyser service needs. Provides services related to the processing of claims for insurance benefits, including but not limited to interstate, military and other federal or trade reconducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudice nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable jo applicants, provides referrals, placement and follow-up services on available job orders or free loads and extracts claims data using automated systems; refers clients with complex issues in needs to relevant office or partner staff; establishes and maintains activity reports. As directed these duties for assigned worksites within the service delivery area other than the primary as Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or nee services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service mesorices.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service mesorices related to the processing of claims for unemployment insurance benefits, includ limited to interstate, military and other federal or trade readjustment. Conducts benefit if with clients to determine unemployment insurance claims monetary and nonmonetary eligibility for provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information of work searce and reviews for compliance; explains client rights and responsibilities as they pertain to be programs. As directed, performs these duties for assigned worksites within the service dother than the primary assigned office. Utilizes Spanish language to assist clients who re interpretive services.  25%  26%  27. Performs function | ALLOCATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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Assesses and addresses client Unemployment Insurance and Wagner-Peyser service ne services related to the processing of claims for unemployment insurance benefits, includ limited to interstate, military and other federal or trade readjustment. Conducts benefit right with clients to determine unemployment insurance claims monetary and nonmonetary elidiscern employment history and work status; provides orientation and clarifies eligibility for provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information and the registration process to facilitate reemployment; assists in the formation of work searce and reviews for compliance; explains client rights and responsibilities as they pertain to the programs. As directed, performs these duties for assigned worksites within the service of other than the primary assigned office. Utilizes Spanish language to assist clients who re interpretive services.  25%  26 Performs functions related to receipt, review, entry, analysis an |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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Assesses and addresses client Unemployment Insurance and Wagner-Peyser service not services related to the processing of claims for unemployment insurance benefits, included limited to interstate, military and other federal or trade readjustment. Conducts benefit right clients to determine unemployment insurance claims monetary and nonmonetary eligibility for provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information process to facilitate reemployment; assists in the formation of work search and reviews for compliance; explains client rights and responsibilities as they pertain to the programs. As directed, performs these duties for assigned worksites within the service dother than the primary assigned office. Utilizes Spanish language to assist clients who reinterpretive services.  25%  2. Performs functions related to receipt, review, entry, analysis and resolution of all types of complex and special claims on benefit entitlement programs administered by the  | ent Incur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| complex and special claims on benefit entitlement programs administered by the Illinois Employment Security (IDES). Loads and extracts claims data using automated systems not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and Ger directed, performs these duties for assigned worksites within the service delivery area of primary assigned office.  DIRECTOR OF CMS SIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  AGENCY HEAD SIGNATURE  HAR 29 233                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | b opening aining progrand/or ser d, perform signed off d interpreseeds. Proving but no phts intervigibility anactors; rmation of coaches the action propenefits elivery are equest or resident of the coaches of the coaches elivery are equest or resident or resident of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coaches of the coach | b openining properties of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the contro | e job<br>r trai<br>es a<br>ected<br>/ ass<br>need<br>e ne-<br>cludir<br>t righ<br>y elig<br>ity fa<br>earch<br>to be<br>e de<br>o red | le jol or tra ues a ecter y ass need ce ne cludi fit rig y eli infor and earch to b ce de no re | ts suitable orders of plex issues. 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| 16. (CONTINUE        | D)          |                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| % OF TIME            | 16.         | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                                            | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                      | 3.          | Assists clients with vari<br>Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training program<br>referrals and need for a<br>opportunities; assists w<br>applicants and employe<br>performs these duties if | artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availables to use and interpret self-assessman regarding training programs or select or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and ears in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | I by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or one job openings as listed in the IL Labor one through computer programs and contacts ment vocational exploration tools; provides ected jobs and job interview procedures; follows esting service from IDES to determine status of order placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary anish language to assist clients who request or |
| 10%                  | 4.          | Adjudicates monetary a routine, initial or contin written determinations;                                                                                                                                                                                                                                                       | and nonmonetary benefit claim issuued claims; investigates, researche conducts reconsidered determinat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | les, providing eligibility determinations for es, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10%                  | 5.          | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                                             | olex or specialized issues and/or se<br>workshops to enhance client emplor<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service                                                                                                                                                                                                                                                                                                                                                |
| 05%                  | 6.          | Establishes and mainta                                                                                                                                                                                                                                                                                                          | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 05%                  |             | enumerated above.                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | easonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| conducting           | g and       |                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                      |             | rvisory or lead worker res<br>percentage(s) allotted.                                                                                                                                                                                                                                                                           | sponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| Requires kno         | wle         |                                                                                                                                                                                                                                                                                                                                 | evelopment equivalent to four years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | s college with academic background in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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

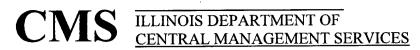


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| 16. (CONTINUE | .D)   |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| % OF TIME     | 16.   | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                        | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                            | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 20%           | 3.    | Security (IDES) and par<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for an<br>employers; trains clients<br>clients with information<br>up on training programs<br>referrals and need for a<br>opportunities; assists with<br>applicants and employed<br>performs these duties for | rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessman regarding training programs or selects or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Spirit | d by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts ment vocational exploration tools; provides lected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary panish language to assist clients who request or |
| 10%           | 4.    | routine, initial or continu<br>written determinations;                                                                                                                                                                                                                                                      | ued claims; investigates, researche<br>conducts reconsidered determinati                                                                                                                                                                                                                                                                                                                                                                                                  | ues, providing eligibility determinations for<br>es, and explains case disposition; provides<br>tions and accepts appeals. As directed, performs<br>very area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10%           | 5.    | clients with more compl<br>Conducts employment v<br>claims; processes data<br>extracts and utilizes data                                                                                                                                                                                                    | lex or specialized issues and/or set<br>workshops to enhance client employ<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                                                          | d attire as related to a specific job referral; refers rivice needs to relevant office or partner staff. oyability. Assists clients with registration and lance for all relevant IDES automated data files; ties for assigned worksites within the service                                                                                                                                                                                                                                                                                                                                                |
| 05%           | 6.    | Establishes and mainta                                                                                                                                                                                                                                                                                      | ins activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                       | work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 05%           | 7.    | enumerated above.                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | reasonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| conducting    | g and |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|               |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Employment    | Sec   | urity Field Office Supervi                                                                                                                                                                                                                                                                                  | isor 13600-44-51-107-30-31                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|               |       | PPROPRIATE BOX IF THIS                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|               |       | <u></u>                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|               |       |                                                                                                                                                                                                                                                                                                             | ponsibilities must be described in a                                                                                                                                                                                                                                                                                                                                                                                                                                      | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|               | as ch | percentage(s) allotted.<br>hecked above, list position ti                                                                                                                                                                                                                                                   | itle, position number, and number of s                                                                                                                                                                                                                                                                                                                                                                                                                                    | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|               |       | sition Title                                                                                                                                                                                                                                                                                                | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| N/A           |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 19. SPECIALI  |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ICATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| ABILITIES     | S AN  |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Requires kno  | owled | dge, skills and mental dev                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | s college with academic background in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| social/behavi | ioral | sciences or business; or                                                                                                                                                                                                                                                                                    | r requires two years (3,000 work ho                                                                                                                                                                                                                                                                                                                                                                                                                                       | ours) of experience as a department intermittent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|               |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | assing grades in social/behavioral sciences or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|               |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | f member; or qualifying state employees, in the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|               |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | proficiency tests and training programs leading ons of the Unemployment Insurance (UI) Act                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|               |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | If and employment service needs. Requires the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|               |       |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | an effective work search plan for clients and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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

conjunction with Spanish speaking clients.



| Under gand Wainsuran conduct nonsep applica loads a needs these of Travels services  25% 1. Assert lim with distering production of the conduction of the co |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                |                                                                                                                                                                                 | CODE                                                                                                                            |                                                           | TION CODE                                                                                                    |                                                                                  |                                                                                                            |                                                                                           |                                                                       |                                             |
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As dii<br>e prima                                                                 | or trai<br>ues a<br>ected<br>ry ass                                                       | ning pro<br>nd/or se<br>, perfor<br>igned o                           | ograms;<br>ervice<br>ms<br>ffice.           |
| col<br>En                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ssesses and adervices related to interstation to descern employmerovides information per formation to the present the present and the present formation per formation to programs. 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Loads and<br>enefit Informatio                                                                                                                          | itlement pro<br>extracts clai<br>n System (II                                                                                   | grams<br>ms da<br>3IS), II                                | adminis<br>ta using<br>linois Jo                                                                             | tered by<br>automa<br>b Link (                                                   | y the Illii<br>ited syst<br>IJL) and                                                                       | nois D<br>tems i<br>l Gen                                                                 | epartm<br>ncludin<br>Fax. As                                          | ent of<br>g but                             |
| DIRECTOR OF CMS SIGN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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                                                                                              | IMMEDIA                                                                                                                                        | E SUPERVISOR S                                                                                                                                                                  | SIGNATURE                                                                                                                       |                                                           | CY HEAD                                                                                                      |                                                                                  |                                                                                                            |                                                                                          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| and on                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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 | 03/                                                                   | 22/2019                                     |
| // //                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | de                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                | 10 A - AAA                                                                                                                                                                      |                                                                                                                                 |                                                           |                                                                                                              | · ()                                                                             |                                                                                                            |                                                                                           | 1                                                                     |                                             |
| 15-104 (Rev. 10/94) IL 101-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 07                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | M/                                                                                                                                             | R 28 2213                                                                                                                                                                       | ;                                                                                                                               | <u> </u>                                                  |                                                                                                              | -                                                                                |                                                                                                            |                                                                                           |                                                                       |                                             |

| 16. (CONTINUE                    | D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| % OF TIME                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ACCURATE STATEMENT OF POSITION E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| % OF TIME 20%                    | 3. Assists clients with variable Security (IDES) and pare Exchange system. Assemployers and hiring fare Exchange system for a employers; trains clients with information up on training program referrals and need for a opportunities; assists wapplicants and employer performs these duties for the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the securit | ous programs and services offered rtner agencies. Assists or registers is esses, researches and selects clier airs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessment regarding training programs or seles or job orders for employers request additional referrals; verifies and recovith the planning, recruitment, and expers in the use of self-service of the II for assigned worksites within the sers to fairs and worksites. Utilizes Spa | by the Illinois Department of Employment ob seekers and employers using the IL Labor at skills; refers clients to training programs or e job openings as listed in the IL Labor e through computer programs and contacts ent vocational exploration tools; provides cted jobs and job interview procedures; follows atting service from IDES to determine status of the placements; as directed, solicits job secution of hiring fairs. Coaches both Labor Exchange System. As directed, vice delivery area other than the primary nish language to assist clients who request or |
| 10%                              | routine, initial or continuous written determinations;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ued claims; investigates, researches<br>conducts reconsidered determination                                                                                                                                                                                                                                                                                                                                                                                                                                      | es, providing eligibility determinations for<br>s, and explains case disposition; provides<br>ons and accepts appeals. As directed, performs<br>ery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                  |
| 10%                              | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | lex or specialized issues and/or services workshops to enhance client employ from file construction and maintenation                                                                                                                                                                                                                                                                                                                                                                                             | attire as related to a specific job referral; refers vice needs to relevant office or partner staff. yability. Assists clients with registration and nce for all relevant IDES automated data files; es for assigned worksites within the service                                                                                                                                                                                                                                                                                                                                 |
| 05%                              | 6. Establishes and mainta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ains activity reports to demonstrate v                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | vork activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 05%                              | 7. Performs other duties a enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | as required or assigned which are re                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | asonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| conducting                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | or assigning and reviewing work, preparing,<br>mposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | isor 13600-44-53-101-20-01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 18. CHECK TH                     | HE APPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| ☐ SUPE                           | RVISOR OR LEAD V                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ponsibilities <u>must</u> be described in a d                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                  | me percentage(s) allotted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | title manitime mumber and mumber of au                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | hardinata ingumbanta ar authorizad fundad                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| headcoun                         | t:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | bordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>NI/A</b>                      | Position Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| N/A<br>19. SPECIAL               | ZED KNOWLEDGES SKILLS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ABILITIES, LICENSURF OR CERTIFIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| PERFORI<br>ABILITIES<br>CAN NO I | MANCE OF THE WORK OF THE SAND LICENSURE OR CERTILLONGER BE USED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | IS POSITION. NOTE: SINCE THERE A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ARE NOW SEVERAL OPTIONS OF SKILLS AND DS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Requires kno                     | wiedge, skills and mental de                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | evelopment equivalent to four years or requires two years (3,000 work hou                                                                                                                                                                                                                                                                                                                                                                                                                                        | college with academic background in urs) of experience as a department intermittent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| JUDIAN DUNAY                     | T. E. COLOLIDOS OF BUSINESS, U                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | I gan oo in a yaara (a,aaa mark nat                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | , a. arpariana da di daparimoni intornittorit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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



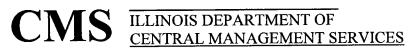
## CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

| 1. POSITION TITL                                | E                                | WORK                                                                   | (ING TITLE (IF ANY)                                                                                                                      | BILINGUAL<br>CODE                                                                                                                               | POSI           | TION TITLE            | 2. POS                                 | TION NU              | MBER             |                     |                  |  |
|-------------------------------------------------|----------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------|----------------------------------------|----------------------|------------------|---------------------|------------------|--|
| Existing Position                               | - M V                            |                                                                        | ·                                                                                                                                        | CODE                                                                                                                                            | 1 000          | OH CODE               | 13650-44-53-220-42-31                  |                      |                  |                     |                  |  |
| New/Revised Position Employment S Program Repre |                                  |                                                                        |                                                                                                                                          | 29                                                                                                                                              |                | SS                    | 13650                                  | -44-53-              | 104-10           | 0-31                |                  |  |
| 3. AGENCY                                       | csentative                       |                                                                        | 4. BUREAU/ DIVISION                                                                                                                      | -L                                                                                                                                              |                |                       | 5. EXMT<br>CODE                        | 6. WORK<br>COUNTY    | 7. A/I<br>AUTH   | 8.AUDIT             | 9. OFFICE<br>USE |  |
| Existing Position                               |                                  |                                                                        |                                                                                                                                          | -                                                                                                                                               |                |                       |                                        |                      |                  |                     |                  |  |
| New/Revised Position                            |                                  | •                                                                      | Service Delivery/ Field Operations                                                                                                       |                                                                                                                                                 |                |                       |                                        | 016                  | Υ                | R                   |                  |  |
| 10. SECTION                                     | of Employment Secur              | ity                                                                    | 11. UNIT                                                                                                                                 |                                                                                                                                                 |                |                       | 0<br>12. TRAN                          |                      | . EFFECTIV       | E DATE              |                  |  |
| Existing Position                               |                                  |                                                                        |                                                                                                                                          |                                                                                                                                                 |                |                       | CODE                                   |                      | _                | 07/40/              | 2040             |  |
| Metro South R                                   | egion                            |                                                                        | Employment Service                                                                                                                       | es<br>———                                                                                                                                       |                |                       |                                        |                      |                  | 07/16/              | 2018             |  |
| New/Revised Position  Metro South R             | egion/ Burbank Local             | Office                                                                 |                                                                                                                                          |                                                                                                                                                 |                |                       |                                        | 21 ESTAB<br>22 EXEM  |                  | E CHANGE            |                  |  |
|                                                 |                                  |                                                                        | 15. BARGAINING/TERM                                                                                                                      | 4 CODE                                                                                                                                          |                | Rutan<br>Exempt       | ⊠ MC0                                  | 24 POSIT<br>26 CLARI | IUN NUI          |                     |                  |  |
| 14. WORK LOCAT                                  | ION                              |                                                                        | 15. BARGAINING/TERM                                                                                                                      | VI CODE                                                                                                                                         |                |                       | ☐ MC0                                  | 27 ADDIT<br>28 WORK  | IONAL II         |                     |                  |  |
|                                                 |                                  |                                                                        |                                                                                                                                          |                                                                                                                                                 |                |                       | ☐ MD0                                  | 21 ABOLI             | SH               |                     |                  |  |
| New/Revised Position                            |                                  |                                                                        | RC062                                                                                                                                    | !<br>:                                                                                                                                          |                | N                     | ☐ MC1                                  | 49 DOWN<br>50 LATER  | AL REA           | LLOCATIO            | ON               |  |
| Maywood, IL<br>% OF TIME                        | 16. COMPLETE CURRI               | ENT AND A                                                              | t                                                                                                                                        |                                                                                                                                                 | OSITIO         | ON FSS                |                                        | 58 UPWA<br>FUNCTI    |                  | LLOCATIO            | N.               |  |
| % OF TIME                                       | Under general superv             | ision, for                                                             | an assigned area, as                                                                                                                     | sesses a                                                                                                                                        | and a          | ddresse               | s client                               | Unemp                | ioyme            | nt Insu             | rance            |  |
|                                                 | and Wagner-Peyser s              | service ne                                                             | eds. Provides service                                                                                                                    | es related                                                                                                                                      | d to th        | ne proce              | essing (                               | of claims            | s for u          | nemplo              | yment            |  |
|                                                 | insurance benefits, in           | cluding bu                                                             | it not limited to inters                                                                                                                 | tate, mili                                                                                                                                      | tary,          | other fe              | deral o                                | re: adiu             | eadjus<br>dicate | stment;<br>se minor |                  |  |
|                                                 | conducts benefit right           | Through t                                                              | s; provides orientation                                                                                                                  | n and dia<br>or Excha                                                                                                                           | nae s          | vstem.                | matche                                 | s candi              | dates            | to iob              |                  |  |
|                                                 | openings, provides re            | ferrals, pl                                                            | acement and follow-૫                                                                                                                     | e use of the IL Labor Exchange system, matches candidates to job<br>cement and follow-up services on available job orders or training programs; |                |                       |                                        |                      |                  |                     | grams;           |  |
|                                                 | processes and extract            | ts data us                                                             | ing automated data s                                                                                                                     | systems;                                                                                                                                        | refer          | s clients             | s with c                               | omplex               | issues           | s and se            | ervice           |  |
|                                                 | needs to the appropri            | ate office                                                             | or partner staff; establishes and maintains activity reports. As needed,                                                                 |                                                                                                                                                 |                |                       |                                        |                      |                  |                     |                  |  |
|                                                 | performs these duties            | s for assig                                                            | ned worksites within the service delivery area, other than the primary pretive services for Spanish speaking clients.                    |                                                                                                                                                 |                |                       |                                        |                      |                  |                     |                  |  |
|                                                 | •                                |                                                                        |                                                                                                                                          |                                                                                                                                                 |                |                       |                                        |                      |                  |                     |                  |  |
| 25%                                             | <ol> <li>Using the Sp</li> </ol> | anish lang                                                             | uage when necessary, interviews clients to determine unemployme<br>tary eligibility and discern employment history and work status; prov |                                                                                                                                                 |                |                       |                                        |                      | yment            |                     |                  |  |
|                                                 | insurance cla                    | ims mone                                                               | etary eligibility and dis                                                                                                                | scern em                                                                                                                                        | ployn          | nent his              | tory an                                | d work s             | itatus;          | provide<br>on the   | 3S               |  |
|                                                 | information o                    | n availabl                                                             | le job training and/or educational progr<br>nge system, determines appropriate se                                                        |                                                                                                                                                 |                |                       | s; provide for the                     | es mior<br>applica   | mano<br>int an   | d coach             | es in            |  |
|                                                 | the registration                 | on process                                                             | s to facilitate self-service; assists in the                                                                                             |                                                                                                                                                 |                |                       | in the formation of work search action |                      |                  |                     |                  |  |
|                                                 | and reviews                      | for compli                                                             | ance; explains rights and responsibilities on b                                                                                          |                                                                                                                                                 |                |                       | on benefits programs.                  |                      |                  |                     |                  |  |
|                                                 |                                  |                                                                        |                                                                                                                                          | م برمامید م                                                                                                                                     | nd or          | social of             | aime ar                                | henefit              | entitle          | oment               |                  |  |
| 25%                                             | 2. Takes and pr                  | ocesses a<br>ministerec                                                | all types of routine, co<br>I by IDES; process cl                                                                                        | lient vou                                                                                                                                       | chers          | or eliqil             | bility for                             | ms for t             | arget            | funded              | or tax           |  |
|                                                 | incentive pro                    | grams. Lo                                                              | pads and extracts da                                                                                                                     | ta from a                                                                                                                                       | utom           | ated sy               | stems.                                 |                      | J                |                     | ,                |  |
|                                                 |                                  | •••                                                                    |                                                                                                                                          |                                                                                                                                                 |                | 4 P. 1D.              | EC and                                 | nartnar              | aaan             | sioe usi            | na the           |  |
| 20%                                             | 3. Assists client                | s with var                                                             | ious programs and sen<br>n necessary. Assists                                                                                            | ervices o                                                                                                                                       | mere<br>ters i | ob seek               | ers and                                | partitei<br>Lemplov  | ers u            | sina the            | IIG tile         |  |
|                                                 | Labor Excha                      | nae syste                                                              | m. Assesses client s                                                                                                                     | kills, res                                                                                                                                      | earch          | es and                | modifie                                | s the sk             | ills to          | match t             | :he              |  |
|                                                 | client: refers                   | clients to                                                             | emplovers and hiring                                                                                                                     | ı fairs for                                                                                                                                     | job ir         | nterview              | /s; sele                               | cts appr             | opriat           | e job               |                  |  |
|                                                 | openings as                      | listed in IL                                                           | Labor Exchange sy                                                                                                                        | stem for                                                                                                                                        | appli          | cants re              | quiring                                | services             | s avail          | lable thi           | ough             |  |
|                                                 | computer pro                     | ograms an                                                              | d contacts employers<br>procedures; follows u                                                                                            | s; provid:                                                                                                                                      | es cli         | ents Wit<br>re for Al | n intorri<br>molovei                   | ialion re            | stina s          | ng selet<br>service | from             |  |
|                                                 | IDES to dete                     | rmine stat                                                             | tus of referrals and n                                                                                                                   | eed for a                                                                                                                                       | dditic         | nal refe              | errals; v                              | erifies a            | nd rec           | cords               |                  |  |
| 1                                               | placements:                      | d. solicits job opportu                                                | unities; a                                                                                                                               | ssists                                                                                                                                          | s with th      | e plann               | ing, rec                               | ruitme               | ent, and         |                     |                  |  |
|                                                 | execution of                     | airs. Coaches both applicants and employers in the use of self-service |                                                                                                                                          |                                                                                                                                                 |                | ervice of             | the IL                                 |                      |                  |                     |                  |  |
|                                                 | Labor Excha                      | System. Travels to fairs and worksites.                                |                                                                                                                                          |                                                                                                                                                 |                |                       |                                        |                      |                  |                     |                  |  |
| DIRECTOR OF C                                   | MS SIGNATURE                     | IMMEDIAT                                                               | MMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE                                                                                      |                                                                                                                                                 |                |                       | DATE                                   |                      |                  |                     |                  |  |
| 1.1.                                            | MISE                             |                                                                        | AUG 0.8 som                                                                                                                              |                                                                                                                                                 | <              | 二次                    | D D                                    | May                  | l-               | 07/3                | 31/2018          |  |

|                                                                                                |                                                                      |                                                                                                                                                      |                                                                                                                                                                                                | <u> </u>                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16. (CONTINUE) % OF TIME                                                                       | 0)<br>16.00M                                                         | PLETE CLIRRENT AND                                                                                                                                   | ACCURATE STATEMENT OF POSITION                                                                                                                                                                 | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                             |
| 10%                                                                                            | - "                                                                  | Adjudicates minor l                                                                                                                                  | benefit claim issues, providing eligi<br>nvestigates, researches, and expla                                                                                                                    | bility determinations for routine, initial or<br>lins case disposition; provides written<br>s and accepts appeal when appropriate.                                                                                                                                                                                          |
| 10%                                                                                            | 5.                                                                   | relationships and a<br>service to fellow off<br>Assists clients with                                                                                 | ttire as related to a specific job refe<br>fice staff. Conducts employment we<br>registration and claims as work flo                                                                           | dvises clients on work attitudes, habits, erral transferring more complex or specialized orkshops to enhance client employability. ow necessitates; processes data from file S automated data files; extracts and utilizes data                                                                                             |
| 05%                                                                                            | 6.                                                                   | Establishes and ma                                                                                                                                   | aintains activity reports to demonst                                                                                                                                                           | rate work activity and detail time charging.                                                                                                                                                                                                                                                                                |
| 05%                                                                                            | 7.                                                                   | Performs other dut enumerated above                                                                                                                  |                                                                                                                                                                                                | are reasonably within the scope of the duties                                                                                                                                                                                                                                                                               |
| conducting                                                                                     | g and sign                                                           | AND NUMBER OF IMM<br>ning performance eval<br>of this position.)                                                                                     | MEDIATE SUPERVISOR (Responsible<br>uations; effectively recommending and                                                                                                                       | for assigning and reviewing work, preparing,<br>I imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                     |
|                                                                                                |                                                                      | ······································                                                                                                               |                                                                                                                                                                                                | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                      |
| PSA, Opt. 1                                                                                    | 37015                                                                | -44-53-104-00-01                                                                                                                                     |                                                                                                                                                                                                | Local Office Manager                                                                                                                                                                                                                                                                                                        |
| 18. CHECK TH                                                                                   | IE APPR                                                              | OPRIATE BOX IF THE                                                                                                                                   | IS POSITION IS A:                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                             |
| ☐ SUPE                                                                                         | RVISOR                                                               | OR ☐ LEAD V                                                                                                                                          | VORKER                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                             |
| ti                                                                                             | me perce<br>as check                                                 | entage(s) allotted.                                                                                                                                  | sponsibilities must be described in a title, position number, and number of s                                                                                                                  | a detailed duty statement(s) with a subordinate incumbents or authorized funded                                                                                                                                                                                                                                             |
|                                                                                                | Position                                                             | n Title                                                                                                                                              | Position Number                                                                                                                                                                                | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                       |
| N/A                                                                                            |                                                                      |                                                                                                                                                      |                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                             |
|                                                                                                |                                                                      |                                                                                                                                                      |                                                                                                                                                                                                | •                                                                                                                                                                                                                                                                                                                           |
|                                                                                                |                                                                      |                                                                                                                                                      |                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                             |
|                                                                                                |                                                                      |                                                                                                                                                      |                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                             |
|                                                                                                |                                                                      |                                                                                                                                                      |                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                             |
| PERFORI<br>ABILITIES                                                                           | MANCE (<br><b>S AND LI</b>                                           | OF THE WORK OF TH                                                                                                                                    | IIS POSITION. NOTE: SINCE THERE                                                                                                                                                                | ICATION NECESSARY FOR THE SUCCESSFUL<br>E ARE NOW SEVERAL OPTIONS OF SKILLS AND<br>RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                  |
| Requires kno<br>social/behavi<br>staff member<br>business; or<br>provisions of<br>service need | owledge,<br>foral scie<br>and a r<br>four yea<br>the UI A<br>s. Requ | , skills and mental de<br>ences or business; o<br>minimum of two year<br>ers (6,000 work hours<br>act impacting on area<br>wires the ability to effo | r requires two years (3,000 work he<br>s college credits completed with pa<br>s) as a department intermittent staf<br>as of responsibility; job knowledge<br>ectively communicate with employe | s college with academic background in ours) of experience as a department intermittent assing grades in social/behavioral sciences or f member. Requires working knowledge of those of employers and their UI and employment ers and/or clients; determine an effective work is; effectively organize and analyze pertinent |

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

carrying out position duties in conjunction with Spanish speaking clients.



| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORK     | (ING TITLE (IF ANY)                | BILINGUAL<br>CODE | POSITIO | ON TITLE<br>N CODE | 2. POS                              | TION NU              | MBER    |             |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------|-------------------|---------|--------------------|-------------------------------------|----------------------|---------|-------------|---------|
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |                                    |                   |         |                    |                                     |                      |         |             |         |
| New/Revised Position Employment S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                    | 29                | S       | ss                 | 13650                               |                      |         |             |         |
| Program Repr<br>3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | esentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <u> </u> | 4. BUREAU/ DIVISION                | 1                 |         |                    | 5. EXMT 6. WORK 7. A/I 8.AUDIT 9. C |                      |         |             |         |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                    |                   |         |                    | 5052                                |                      |         |             |         |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          | Service Delivery/ Field Operations |                   |         |                    |                                     | 016                  | Y       | R           |         |
| IL Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | t of Employment Secui                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | rity     | 11. UNIT                           |                   | audis   |                    | 0<br>12. TRAN                       | SACTION              |         | 3. EFFECTIV | E DATE  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          | II. ONI                            |                   |         |                    | CODE                                |                      |         |             |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                    |                   |         |                    |                                     |                      |         | 02/16/      | /2019   |
| New/Revised Position  Metro South F                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Region/ Burbank Local                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Office   | Service Unit II                    |                   |         |                    | ☐ MC0                               |                      | PT COE  | E CHANG     |         |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          | 15. BARGAINING/TERM                | M CODE            |         | Rutan<br>Exempt    |                                     | 24 POSIT<br>26 CLARI |         | MBER CH     | ANGE    |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                    |                   |         |                    |                                     |                      |         | IDENTICAL   | CHANGE  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                    |                   |         |                    | ☐ MD0                               | 21 ABOLI             | SH      | REALLOC     |         |
| Burbank, IL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          | RC062                              | 2                 | 1.      | N                  | ☐ MC1                               | 50 LATER             | RAL REA | ALLOCATION  | NC      |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 16. COMPLETE CURR Under general super                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          |                                    |                   |         |                    | ENTIAL                              | FUNCT                | ONS     |             |         |
| 25%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spani |          |                                    |                   |         |                    |                                     |                      |         |             |         |
| 25% 2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                    |                   |         |                    |                                     |                      |         |             |         |
| f 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | IMMEDIAT | E SUPERVISOR SIGNAT                |                   |         |                    | SIGNAT                              |                      | :       |             | DATE    |
| J.A.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | nel parti                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 3        | MAR 2 8 2213                       |                   | 104     | Bod                | - Ju                                | em                   | انت     | 03/2        | 22/2019 |
| MS-194 (Rev 1/10/5)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 94(yl 401-30794<br>US 425-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | BY:      |                                    | ,                 |         |                    |                                     |                      |         |             |         |

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

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

conjunction with Spanish speaking clients.

16. (CONTINUED)



| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                                                                                              | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORK | (ING TITLE (IF ANY)                | BILINGUAL<br>CODE | POSITION T          | TITLE 2 | . POSI                                                  | TION NU              | MBER                   |                                                                                                                    |         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------------------------------|-------------------|---------------------|---------|---------------------------------------------------------|----------------------|------------------------|--------------------------------------------------------------------------------------------------------------------|---------|
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                    |                   |                     |         |                                                         |                      |                        |                                                                                                                    |         |
| New/Revised Position Employment S                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                    | 29                | SS                  | 1       | 13650-44-53-105-41-31                                   |                      |                        |                                                                                                                    |         |
| Program Repr<br>3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                    | esentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | L    | 4. BUREAU/ DIVISION                |                   | L                   |         | 5. EXMT 6. WORK 7. A/I 6.AUDIT CODE COUNTY AUTH 8.AUDIT |                      |                        |                                                                                                                    |         |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                    |                   |                     |         | CODE COONTY AUTH                                        |                      |                        |                                                                                                                    |         |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      | O i Diliani (Field Orangiana       |                   |                     |         |                                                         | 000                  |                        |                                                                                                                    |         |
| IL Departmen                                                                                                                                                                                                                                                                                                                                                                                                                                 | t of Employment Secur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ity  | Service Delivery/ Field Operations |                   |                     |         |                                                         | 099                  | Y                      | R                                                                                                                  | E DATE  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      | 11. UNIT                           |                   |                     |         | 12. TRANSACTION 13. EFFECTIVE D. CODE                   |                      |                        |                                                                                                                    |         |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                    |                   |                     |         |                                                         |                      |                        | 02/16/                                                                                                             | 2019    |
| New/Revised Position Metro South F                                                                                                                                                                                                                                                                                                                                                                                                           | Region/ Joliet Local Offi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ice  | Service Unit III                   |                   | 21 ESTAE<br>22 EXEM |         | E CHANG                                                 |                      |                        |                                                                                                                    |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      | 45 DADCAINING/TED                  | M CODE            | Rut                 | =       | ] MC0                                                   | 24 POSIT             | ION NU                 |                                                                                                                    |         |
| 14. WORK LOCA<br>Existing Position                                                                                                                                                                                                                                                                                                                                                                                                           | HUN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      | 15. BARGAINING/TERI                | VI CODE           | Exe                 |         | MC0                                                     | 26 CLARI<br>27 ADDIT | IONAL !                |                                                                                                                    |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                    |                   |                     |         |                                                         | 28 WORK<br>21 ABOLI  |                        | TY CHANG                                                                                                           | iΕ      |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      | RC062                              | ·                 |                     | N [     |                                                         | 49 DOWN<br>50 LATER  |                        |                                                                                                                    |         |
| Joliet, IL                                                                                                                                                                                                                                                                                                                                                                                                                                   | L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |      |                                    |                   |                     | ] [     | MC1                                                     | 58 UPWA              | RD REA                 |                                                                                                                    |         |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                    | 16. COMPLETE CURR<br>Under general superv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |      |                                    |                   |                     |         |                                                         |                      |                        | ent Ineu                                                                                                           | rance   |
| 25%<br>-<br>25%                                                                                                                                                                                                                                                                                                                                                                                                                              | and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployme insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training prograt loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provide services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interview with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish lan |      |                                    |                   |                     |         |                                                         |                      |                        | ograms;<br>ervice<br>ms<br>ffice.<br>etive<br>ovides<br>ot<br>views<br>nd<br>on the<br>s in<br>plan<br>rea<br>need |         |
| complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                    |                   |                     |         |                                                         |                      | ent of<br>g but<br>the |                                                                                                                    |         |
| fi                                                                                                                                                                                                                                                                                                                                                                                                                                           | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |      | E SUPERVISOR SIGNA                 |                   | GENCYH              |         |                                                         |                      | :                      |                                                                                                                    | DATE    |
| Y                                                                                                                                                                                                                                                                                                                                                                                                                                            | and only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |      |                                    | 1                 |                     |         |                                                         | em                   | إيت                    | 03/                                                                                                                | 22/2019 |
| MS-104 (Rev. 10/9)<br>MM May                                                                                                                                                                                                                                                                                                                                                                                                                 | 94) 1401-0794<br>7 42 <b>9</b> 19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | B    | E102 8 2 NAM                       | <u>.</u>          |                     |         |                                                         |                      |                        |                                                                                                                    |         |

| 16. (CONTINUE |                                 |                                                       | COCKITIAL FUNCTIONS (C                                                                      |
|---------------|---------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------|
| % OF TIME     |                                 | ACCURATE STATEMENT OF POSITION E                      |                                                                                             |
| 20%           |                                 |                                                       | by the Illinois Department of Employment                                                    |
|               |                                 |                                                       | job seekers and employers using the IL Labor                                                |
|               | Exchange system. As             | sesses, researches and selects clier                  | nt skills; refers clients to training programs or                                           |
|               |                                 |                                                       | le job openings as listed in the IL Labor                                                   |
|               |                                 |                                                       | e through computer programs and contacts                                                    |
|               |                                 |                                                       | ent vocational exploration tools; provides                                                  |
|               |                                 |                                                       | ected jobs and job interview procedures; follows                                            |
|               |                                 |                                                       | sting service from IDES to determine status of                                              |
|               |                                 |                                                       |                                                                                             |
|               |                                 |                                                       | rds placements; as directed, solicits job                                                   |
|               |                                 |                                                       | xecution of hiring fairs. Coaches both                                                      |
|               |                                 |                                                       | L Labor Exchange System. As directed,                                                       |
|               |                                 |                                                       | vice delivery area other than the primary                                                   |
|               | assigned office. Travel         | s to fairs and worksites. Utilizes Spa                | inish language to assist clients who request or                                             |
|               | need interpretive servi         | ces.                                                  |                                                                                             |
|               | ·                               |                                                       |                                                                                             |
| 10%           | 4. Adjudicates monetary         | and nonmonetary benefit claim issue                   | es, providing eligibility determinations for                                                |
|               |                                 |                                                       | s, and explains case disposition; provides                                                  |
|               |                                 |                                                       | ons and accepts appeals. As directed, performs                                              |
|               |                                 |                                                       | ery area other than the primary assigned office.                                            |
|               | l acciding                      | ou workers warm are convice usin                      | ory area carer arear are primary accingned critical                                         |
| 10%           | 5 Advises clients on wor        | k attitudes habits relationships and                  | attire as related to a specific job referral; refers                                        |
| 1078          |                                 |                                                       | vice needs to relevant office or partner staff.                                             |
|               |                                 |                                                       | yability. Assists clients with registration and                                             |
|               |                                 |                                                       |                                                                                             |
| ·             |                                 |                                                       | nce for all relevant IDES automated data files;                                             |
|               |                                 |                                                       | es for assigned worksites within the service                                                |
|               | delivery area other tha         | n the primary assigned office.                        |                                                                                             |
|               |                                 |                                                       |                                                                                             |
| 05%           | 6. Establishes and mainta       | ains activity reports to demonstrate v                | vork activity and detail time charging.                                                     |
| 250/          | 7 8 6                           |                                                       |                                                                                             |
| 05%           |                                 | as required or assigned which are re                  | easonably within the scope of the duties                                                    |
| 47 DOCUTION   | enumerated above.               | AFDIATE CUDEDVICOD (Beenensible f                     | or assigning and reviewing work, preparing,                                                 |
|               |                                 |                                                       | mposing disciplinary action and adjusting grievances                                        |
|               | umbent of this position.)       | dations, encouvery recommending and i                 | mposing disciplinary action and adjusting grievances                                        |
| 101 1110 1110 |                                 |                                                       | WORKING TITLE (IF ANY)                                                                      |
|               |                                 | <b>_</b>                                              | WORKING TITLE (IF AIVI)                                                                     |
|               |                                 | visor 13600-44-53-105-40-01                           |                                                                                             |
| 18. CHECK TI  | HE APPROPRIATE BOX IF TH        | IS POSITION IS A:                                     |                                                                                             |
| SUPE          | RVISOR OR TILEAD V              | WORKER                                                |                                                                                             |
|               | KVIOOK OK LEAD                  | VOINCEN                                               |                                                                                             |
| NOTE: S       | upervisory or lead worker res   | sponsibilities <u>must</u> be described in a <b>d</b> | detailed duty statement(s) with a                                                           |
|               | me percentage(s) allotted.      |                                                       | •                                                                                           |
| If a box w    | as checked above, list position | title, position number, and number of su              | bordinate incumbents or authorized funded                                                   |
| headcour      | nt:                             |                                                       |                                                                                             |
|               | Position Title                  | Position Number                                       | No. of Incumbents or Funded Vacancies                                                       |
| N/A           |                                 |                                                       |                                                                                             |
|               |                                 |                                                       | CATION NECESSARY FOR THE SUCCESSFUL                                                         |
|               |                                 |                                                       | ARE NOW SEVERAL OPTIONS OF SKILLS AND                                                       |
|               |                                 | IFICATION IDENTIFIED ON STANDAR                       | DS, THE PHRASE "SAME AS SPECIFICATION"                                                      |
|               | LONGER BE USED.                 |                                                       |                                                                                             |
|               |                                 |                                                       | college with academic background in                                                         |
|               |                                 |                                                       | urs) of experience as a department intermittent                                             |
| staff member  | r and a minimum of two year     | s college credits completed with pas                  | ssing grades in social/behavioral sciences or member; or qualifying state employees, in the |
|               | (0.000                          |                                                       |                                                                                             |

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

| 1. POSITION TITI                     | F                                               |                  | \//                       | ORKING TITLE (IF ANY)                                                                                                                                   | BILINGU                       | AL POS               | ITION TITLE          | 2. POS                | TION NU                | MBER              |                     |                 |  |
|--------------------------------------|-------------------------------------------------|------------------|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------|----------------------|-----------------------|------------------------|-------------------|---------------------|-----------------|--|
| Existing Position                    |                                                 |                  | 44,                       | The transfer of the court                                                                                                                               | CODE                          | OP1                  | TION CODE            |                       | -44-54-2               |                   | 1-31                |                 |  |
| New/Revised Position                 |                                                 |                  |                           |                                                                                                                                                         |                               |                      |                      | 1.5050                |                        |                   |                     |                 |  |
| Employment S                         |                                                 |                  | l l                       |                                                                                                                                                         | 29                            |                      | SS                   | 13650-44-54-102-10-31 |                        |                   |                     |                 |  |
| Program Repr<br>3. AGENCY            | esentativ                                       | /e               |                           | 4. BUREAU/ DIVISION                                                                                                                                     |                               | L                    |                      | 5. EXMT               | 5. EXMT 6. WORK 7. A/I |                   |                     | 9. OFFICE       |  |
| Existing Position                    |                                                 |                  |                           |                                                                                                                                                         |                               |                      |                      | CODE                  | COUNTY                 | AUTH              | 8.AUDIT             | USE             |  |
| New/Revised Position                 |                                                 |                  |                           |                                                                                                                                                         |                               |                      |                      |                       | 6=-                    |                   | _                   |                 |  |
| IL Department                        | of Empl                                         | oyment Secur     | ity                       | Service Delivery/ F                                                                                                                                     | ield Opera                    | tions                |                      | 0                     | 056                    | Y                 | R                   |                 |  |
| 10. SECTION                          |                                                 |                  |                           | 11. UNIT                                                                                                                                                |                               |                      |                      | 12. TRAN<br>CODE      | SACTION                | 13                | B. EFFECTIV         | E DATE          |  |
| Existing Position                    |                                                 |                  |                           | Employment Service                                                                                                                                      | ces                           |                      |                      |                       |                        |                   | 07/16/              | 2018            |  |
| Northern Region New/Revised Position | un                                              |                  |                           | . ,                                                                                                                                                     |                               | <u> </u>             |                      |                       |                        |                   |                     |                 |  |
| Northern Regi                        | on/ Rock                                        | ford Local Off   | ice                       |                                                                                                                                                         |                               |                      |                      |                       | 21 ESTAE<br>22 EXEMI   |                   | E CHANG             | E               |  |
| 14. WORK LOCATION                    |                                                 |                  |                           | 15. BARGAINING/TERI                                                                                                                                     | M CODE                        |                      | Rutan<br>Exempt      | ⊠ MC0                 | 24 POSIT<br>26 CLARI   | ION NU            |                     |                 |  |
| Existing Position                    | HON                                             |                  | ·                         | 10. DANOMINIOTERI                                                                                                                                       | 5000                          |                      | F.                   | ☐ MC0                 | 27 ADDIT               | IONAL I           |                     |                 |  |
|                                      |                                                 |                  |                           |                                                                                                                                                         |                               |                      |                      | ☐ MD0                 | 28 WORK<br>21 ABOLI    | SH                |                     |                 |  |
| New/Revised Position                 |                                                 |                  |                           | RC00                                                                                                                                                    | 62                            |                      | N                    | ☐ MC1                 | 49 DOWN<br>50 LATER    | AL REA            | LLOCATION           | ON              |  |
|                                      | Woodstock, IL  % OF TIME 16. COMPLETE CURRENT A |                  |                           |                                                                                                                                                         |                               | POSITI               |                      | MC1                   | 58 UPWA                | RD REA            |                     |                 |  |
| % OF TIME                            | 10. COM                                         | general super    | <u>ini AN</u><br>∕ision ¹ | for an assigned area                                                                                                                                    | . assesse                     | and a                | ddresse              | es client             | Unemo                  | lovme             | ent Insu            | rance           |  |
|                                      | and Wa                                          | agner-Peyser s   | ervice                    | needs. Provides ser                                                                                                                                     | vices rela                    | ted to t             | he proc              | essing (              | of claims              | s for u           | nemplo              | yment           |  |
|                                      | insuran                                         | ce benefits, in  | cluding                   | g but not limited to in                                                                                                                                 | terstate, m                   | nilitary,            | other fe             | ederal o              | r trade r              | eadju             | stment;             |                 |  |
|                                      | conduc                                          | ts benefit right | intervi                   | iews; provides orient                                                                                                                                   | ation and                     | ciarifie             | s eligibil           | ity tacto             | rs; adju               | aicate            | s minor             | =               |  |
|                                      | penetit                                         | ciaim issues.    | I NFOU(<br>ferrale        | gh the use of the IL L<br>s, placement and follo                                                                                                        | .abor EXCl                    | iange s<br>rices or  | system,<br>n availal | maiche<br>ble iob 4   | orders o               | uales<br>r train  | ina proc            | arams:          |  |
|                                      | process                                         | ses and extrac   | ts data                   | a using automated da                                                                                                                                    | ata system                    | s; refe              | rs client            | s with c              | omplex                 | issues            | s and se            | ervice          |  |
|                                      | needs t                                         | o the appropri   | ate offi                  | a using automated data systems; refers clients with complex issues and service or partner staff; establishes and maintains activity reports. As needed, |                               |                      |                      |                       |                        |                   |                     |                 |  |
|                                      | perform                                         | ns these duties  | for as                    | ssigned worksites within the service delivery area, other than the primary                                                                              |                               |                      |                      |                       |                        |                   |                     |                 |  |
|                                      | assigne                                         | ed office. Provi | des int                   | interpretive services for Spanish speaking clients.                                                                                                     |                               |                      |                      |                       |                        |                   |                     |                 |  |
| 25%                                  | 1.                                              | Using the Sp.    | anish la                  | sh language when necessary, interviews clients to determine unemploymer                                                                                 |                               |                      |                      |                       |                        |                   | oyment              |                 |  |
| 2070                                 |                                                 | insurance cla    | ims m                     | monetary eligibility and discern employment history and work status;                                                                                    |                               |                      |                      |                       |                        | ; provide         | es                  |                 |  |
|                                      |                                                 | information o    | n avail                   | lable job training and                                                                                                                                  | or educat                     | ional p              | rograms              | s; provid             | les infor              | matio             | n on the            | use             |  |
|                                      |                                                 | of the IL Labo   | or Exch                   | nange system, deterr<br>cess to facilitate self-                                                                                                        | nines app                     | ropriate             | e service            | e tor the             | e applica              | ını anı           | u coach<br>h action | ies in<br>Inlan |  |
|                                      |                                                 |                  |                           | cess to facilitate self-<br>npliance; explains rig                                                                                                      |                               |                      |                      |                       |                        |                   |                     | . Piall         |  |
|                                      |                                                 |                  |                           | •                                                                                                                                                       |                               |                      |                      |                       |                        |                   |                     |                 |  |
| 25%                                  | 2.                                              | Takes and pr     | ocesse                    | es all types of routine                                                                                                                                 | e, complex                    | and s                | oecial cl            | aims or               | benefit                | entitl            | ement               | or 4=:-         |  |
|                                      |                                                 | programs add     | ministe<br>grama          | ered by IDES; proces<br>. Loads and extracts                                                                                                            | s client vo                   | uchers               | or eligi             | pility for            | ms tor t               | arget             | iunded              | or tax          |  |
|                                      |                                                 | incentive pro    | yranıs.                   | . Luaus and extracts                                                                                                                                    | uala IIUII                    | auton                | ialeu sy             | otomo.                |                        |                   |                     |                 |  |
| 20%                                  | 3.                                              | Assists client   | s with                    | various programs an                                                                                                                                     | d services                    | offere               | d by IDI             | ES and                | partner                | agend             | cies, usi           | ng the          |  |
|                                      |                                                 | Spanish lang     | uage v                    | when necessary. Ass                                                                                                                                     | ists or reg                   | isters j             | ob seek              | ers and               | employ                 | ers u             | sing the            | IL.             |  |
|                                      |                                                 | Labor Excha      | nge sy:                   | stem. Assesses clie<br>to employers and hi                                                                                                              | nt skills, re<br>ring foirs f | esearch              | nes and              | modifie               | s the sk               | IIIS TO<br>noriat | maten 1<br>e iob    | iie             |  |
|                                      |                                                 | openings as      | chents<br>listed in       | n IL Labor Exchange                                                                                                                                     | system for                    | or job i<br>or appli | cants re             | eguirina              | services               | s avail           | lable thi           | ough            |  |
|                                      |                                                 | computer pro     | grams                     | and contacts emplo                                                                                                                                      | yers; prov                    | ides cli             | ents wit             | h inforn              | nation re              | gardi             | ng seled            | cted            |  |
|                                      |                                                 | jobs and job     | intervie                  | ew procedures; follow                                                                                                                                   | vs up on jo                   | b orde               | rs for e             | mployer               | s reque                | sting             | service             | from            |  |
| ,                                    |                                                 |                  |                           | status of referrals an                                                                                                                                  |                               |                      |                      |                       |                        |                   |                     |                 |  |
|                                      |                                                 | placements;      | as dire<br>hirina f       | ected, solicits job opp<br>fairs. Coaches both                                                                                                          | ortunities;<br>applicants     | assists              | s with th<br>molover | e piann<br>s in the   | ing, reci              | unme<br>elf-ee    | ervice of           | the II          |  |
| execution of hiring fa               |                                                 |                  |                           |                                                                                                                                                         |                               | pivyci               | 5 m aic              | 200 OI 8              | . J. 1 3C              | 01                |                     |                 |  |
|                                      |                                                 |                  |                           |                                                                                                                                                         |                               | 0.4                  |                      |                       |                        | 7                 | \A+=                |                 |  |
| DIRECTOR OF C                        | MS SIGN                                         | ATURE            | IMMED                     | DIATE SUPERVISOR SIG                                                                                                                                    | SNATURE                       | AGEN                 | CY HEAD              | SIGNAT                | URE                    | ·                 |                     | DATE            |  |
| 1:11                                 | マノノ                                             |                  |                           |                                                                                                                                                         |                               |                      | _\\ <i>(</i>         | וא היו                | May                    |                   | 07/3                | 31/2018         |  |

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

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



| New/Revised Position   Service Delivery/ Field Operations   12. TRANSACTION   13. EFFECTIVE DATE   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   CODE   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   COUNTY   C   | 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                                                                     | ΓLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                          | BILINGUAL                                                                                                | POSITION TITLE OPTION CODE                                                                                                                | 2. POS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ITION NU                                                                                                      | MBER                                                                                   |                                                                                     |                                             |
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| Employment Security Program Representative  4. BUREAU/DIVISION  Section  1. Department of Employment Security  Service Delivery/ Field Operations  1. Department of Employment Security  Service Delivery/ Field Operations  1. Department of Employment Security  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit I  Northern Region/ Rockford Local Office  Service Unit 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| 3. ACENCY 4. BUREAU DIVISION 5. SECTION 11. Department of Employment Security 5. Service Delivery/ Field Operations 0 101 Y R 10. SECTION 11. UNIT 12. TRANSACTION 13. BARGAINING/TERM CODE 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. WORK LOCATION 15. BARGAINING/TERM CODE 16. WORK LOCATION 15. BARGAINING/TERM CODE 16. WORK LOCATION 16. BARGAINING/TERM CODE 17. WORK LOCATION 16. BARGAINING/TERM CODE 18. WORK LOCATION 17. BARGAINING/TERM CODE 18. WORK LOCATION 18. BARGAINING/TERM CODE 18. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. WORK LOCATION 19. WORK LOCATION 19. WORK LOCATION 19. WORK LOCATION 19. 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WORK |                                                                                                                                                                                                                                                                                                                                                                                                                     | sition 29 SS 13650-44-54-102-21-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                 |                                                                                                          |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                               |                                                                                        |                                                                                     |                                             |
| IL Department of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                           | resentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                             | <b></b>                                                                                                  | L                                                                                                                                         | 5. EXMT<br>CODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 6. WORK<br>COUNTY                                                                                             |                                                                                        | 8.AUDIT                                                                             |                                             |
| IL Department of Employment Security    IL Department of Employment Security   Service Delivery/ Field Operations   Unit   Y   TANAGACTION   13 EFFECTIVE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Existing Position                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| Rockford, IL  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other that the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nomomentary eligibility and discern employment history and work status, provides orientation and clarifies eligibility and discern employment because the programs and provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment, assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to bene | New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |                                                                                                          |                                                                                                                                           | ∫ 🔲 мос                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 21 ABOLI                                                                                                      | SH                                                                                     |                                                                                     |                                             |
| Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. 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| services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.  25%  2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.   DIRECTOR OF CMS SIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  AGENCY HEAD SIGNATURE  DATE  03/22/2019                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                     | nonseparation benefit claim issues. 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| complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  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| 101/27 NAR 28 (31) Thomas Chan 03/22/2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). 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     | 22/2019                                     |
| My May 4-25-19 BY:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <u>//</u><br>MS-104 (Rev. 10                                                                                                                                                                                                                                                                                                                                                                                        | /94) IL 401-0794                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | I III MAN 28 45-1                                                                                                                                                                                                                                                                                                               |                                                                                                          |                                                                                                                                           | - 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                                               | MI, Ma                                                                                                                                                                                                                                                                                                                                                                                                              | us 4-25-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        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| % OF TIME                            | 16.                | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                | ACCURATE STATEMENT OF POSITION E                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20%                                  | 3.                 | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training programs<br>referrals and need for a<br>opportunities; assists w<br>applicants and employed<br>performs these duties f | rtner agencies. Assists or registers sesses, researches and selects clienters for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessmoregarding training programs or selects or job orders for employers requested ditional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the later assigned worksites within the select to fairs and worksites. Utilizes Spatials | by the Illinois Department of Employment job seekers and employers using the IL Labor nt skills; refers clients to training programs or alle job openings as listed in the IL Labor le through computer programs and contacts ent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job xecution of hiring fairs. Coaches both L Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or |
| 10%                                  | 4.                 | routine, initial or continumitten determinations;                                                                                                                                                                                                                                                   | ued claims; investigates, researche<br>conducts reconsidered determinati                                                                                                                                                                                                                                                                                                                                                                                                         | es, providing eligibility determinations for s, and explains case disposition; provides ons and accepts appeals. As directed, performs erry area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10%                                  | 5.                 | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                 | lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena                                                                                                                                                                                                                                                                                                                                                                       | lattire as related to a specific job referral; refers<br>vice needs to relevant office or partner staff.<br>byability. Assists clients with registration and<br>ance for all relevant IDES automated data files;<br>es for assigned worksites within the service                                                                                                                                                                                                                                                                                                                            |
| 05%                                  | 6.                 | Establishes and mainta                                                                                                                                                                                                                                                                              | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                             | work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 05%                                  |                    | enumerated above.                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | easonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| conductin                            | g and              | LE AND NUMBER OF IMA                                                                                                                                                                                                                                                                                | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                                                            | for assigning and reviewing work, preparing,<br>imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                      |                    |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Employment                           | Sec                | urity Field Office Superv                                                                                                                                                                                                                                                                           | isor 13600-44-54-102-20-01                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                      |                    | PPROPRIATE BOX IF THE                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| SUPE                                 |                    | _                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                      |                    |                                                                                                                                                                                                                                                                                                     | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                                                      | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                      | as cl              | percentage(s) allotted.<br>necked above, list position                                                                                                                                                                                                                                              | title, position number, and number of su                                                                                                                                                                                                                                                                                                                                                                                                                                         | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Headcour                             |                    | sition Title                                                                                                                                                                                                                                                                                        | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| N/A                                  |                    |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 19. SPECIAL PERFORI ABILITIES CAN NO | MAN<br>S AN<br>LON | CE OF THE WORK OF TH<br>ID LICENSURE OR CERTI<br>GER BE USED.                                                                                                                                                                                                                                       | IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDAR                                                                                                                                                                                                                                                                                                                                                                                                                  | CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Requires kno                         | owle               | dge, skills and mental de                                                                                                                                                                                                                                                                           | evelopment equivalent to four years                                                                                                                                                                                                                                                                                                                                                                                                                                              | college with academic background in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| social/behav                         | ioral              | sciences or business; o                                                                                                                                                                                                                                                                             | r requires two years (3,000 work hose college credits completed with ha                                                                                                                                                                                                                                                                                                                                                                                                          | ours) of experience as a department intermittent ssing grades in social/behavioral sciences or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| business: or                         | four               | vears (6,000 work hours                                                                                                                                                                                                                                                                             | s) as a department intermittent staff                                                                                                                                                                                                                                                                                                                                                                                                                                            | member, or qualifying state employees, in the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| employee Up                          | owar               | d Mobility Program may                                                                                                                                                                                                                                                                              | complete combinations of specific                                                                                                                                                                                                                                                                                                                                                                                                                                                | proficiency tests and training programs leading                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| to a certificat                      | a of               | proficiency Requires w                                                                                                                                                                                                                                                                              | orking knowledge of those provision                                                                                                                                                                                                                                                                                                                                                                                                                                              | ns of the Unemployment Insurance (UI) Act                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

16 (CONTINUED)

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

| 1. POS TION To                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | TLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORK    | (ING TITLE (IF ANY) | BILINGUAL<br>CODE | POSITION TITLE OPTION CODE | 2. POS                | ITION NU                        | MBER            |          |                                                                                  |
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| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 1       |                     |                   |                            |                       |                                 |                 |          |                                                                                  |
| New/Revised Position<br>Employment<br>Program Rep                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         |                     | 29                | ss                         | 13650                 | )-44-54-                        | 102-3           | 1-31     |                                                                                  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         | 4. BURÉAU/ DIVISION |                   |                            | 5. EXMT<br>CODE       | 6. WORK<br>COUNTY               | 7. A/I<br>AUTH  | 8.AUDIT  | 9. OFFICE<br>USE                                                                 |
| Existing Positor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |                     |                   |                            |                       |                                 |                 |          |                                                                                  |
| New/Revised Position<br>IL Departmen<br>10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | t of Employment Secu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | rity    | Service Delivery/ F |                   | 101<br>SACTION             | 2                     | R<br>3. EFFECTIV                | /E DATE         |          |                                                                                  |
| Existing Post of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |                     |                   |                            | 12/01/20 <sup>-</sup> |                                 |                 |          |                                                                                  |
| Northern Reg                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ion/ Roc∢ford Local Of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | fice    | Service Unit III    |                   |                            |                       | 21 ESTAE                        |                 | DE CHANG | E                                                                                |
| 14. WORK _OCA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ATICN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |         | 15. BARGAINING/TERI | M CODE            | Rutan<br>Exempt            | ☐ MC0                 | 24 POSIT<br>26 CLARI            | ION NU<br>FY    | MBER CH  | ANGE                                                                             |
| Evising Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |                     |                   |                            | □ MC0                 | 27 ADDIT<br>28 WORK<br>21 ABOLI | COUN            |          |                                                                                  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         | RC062               | )                 | N                          | ☐ MC1                 | 49 DOWN<br>50 LATER             | WARD            |          |                                                                                  |
| Rockford IL<br>% OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 16. COMPLETE CURR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ENT ALS |                     |                   |                            | ☐ MC1                 | 58 UPWA                         | RD REA          |          |                                                                                  |
| 25%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; or not benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need |         |                     |                   |                            |                       |                                 |                 |          | ent; gs for ograms; ervice ms ffice. etive  ovides ot views and on the s in plan |
| 25%  2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.   **RECTOR OF CMS SIGNATURE** IMMEDIATE SUPERVISOR SIGNATURE** AGENCY HEAD SIGNATURE** DATE  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **DATE**  **D |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |                     |                   |                            |                       |                                 |                 |          |                                                                                  |
| - 11 a a 17 a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |         |                     |                   | GENCY HEAD                 |                       |                                 |                 | D        | ATE                                                                              |
| And nel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | E Mulogodon                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         | DEC 1 3 2019        |                   | thema                      | -Ja                   | m                               | <del>-</del> -: | 12/1     | 3/2019                                                                           |
| Shuf B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 116/19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Pe      | r                   | •                 |                            |                       |                                 |                 |          |                                                                                  |

| 16. (CONTINUE | D)             |                            |                                         |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------|----------------|----------------------------|-----------------------------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME     |                |                            | ACCURATE STATEMENT OF POSITION          |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 20%           | 3.             |                            |                                         |              | Illinois Department of Employment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|               |                |                            |                                         |              | ekers and employers using the IL Labor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|               |                |                            |                                         |              | s; refers clients to training programs or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|               |                |                            | airs for job interviews; selects suita  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               |                |                            |                                         |              | ugh computer programs and contacts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|               |                |                            |                                         |              | cational exploration tools; provides                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|               |                |                            |                                         |              | obs and job interview procedures; follows                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|               |                |                            |                                         |              | ervice from IDES to determine status of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|               | ł              |                            | additional referrals; verifies and rec  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               | i              |                            | vith the planning, recruitment, and e   |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               |                |                            | ers in the use of self-service of the   |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               |                |                            | for assigned worksites within the se    |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               | į.             |                            |                                         | anish ia     | inguage to assist clients who request or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|               |                | need interpretive servi    | ces.                                    |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10%           | ١,             | Adjudicates monetons       | and nanmanatary banafit alaim issu      | ioo pro      | viding oligibility dotorminations for                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10%           | <del>4</del> . |                            | and nonmonetary benefit claim issu      |              | explains case disposition; provides                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|               |                |                            |                                         |              | d accepts appeals. As directed, performs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| }             |                |                            |                                         |              | ea other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|               |                | these duties for assign    | ed worksites within the service den     | very are     | a other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10%           | 5              | Advises clients on wor     | k attitudes, habits relationships and   | d attire :   | as related to a specific job referral; refers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| '3'           | •              |                            |                                         |              | eeds to relevant office or partner staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|               |                |                            |                                         |              | Assists clients with registration and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|               |                |                            |                                         |              | r all relevant IDES automated data files;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|               |                |                            |                                         |              | assigned worksites within the service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|               |                |                            | n the primary assigned office.          |              | <b>3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|               |                | ·                          | , , ,                                   |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 05%           | 6.             | Establishes and mainta     | ains activity reports to demonstrate    | work ac      | ctivity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|               | _              |                            |                                         |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 05%           | 7.             |                            | as required or assigned which are r     | reasona      | bly within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 47 50017101   | <u> </u>       | enumerated above.          | AFDIATE OUR EN MOOR OF                  | <u> </u>     | <del> </del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 17. POSITION  | N III          | LE AND NUMBER OF IMP       | MEDIATE SUPERVISOR (Responsible         | tor assig    | gning and reviewing work, preparing, g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|               |                | ent of this position.)     | dations, enectively recommending and    | mposm        | g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 101 010       |                |                            |                                         | LWORK        | ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|               | _              | :                          |                                         | WORK         | ING TILE (IF ANT)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|               |                |                            | risor 13600-44-54-102-30-01             |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 18. CHECK TH  | HE A           | PPROPRIATE BOX IF TH       | IS POSITION IS A:                       |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| ☐ SUPE        | 21/10          | OR OR □ LEAD V             | NOBKED                                  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| L SUFE        | 7713           | OK OK LILEADY              | VORKER                                  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| NOTE: S       | uper           | visory or lead worker res  | ponsibilities must be described in a    | detaile      | d duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|               |                | ercentage(s) allotted.     | <del></del>                             |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               |                | ecked above, list position | title, position number, and number of s | ubordina     | ite incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| headcoun      |                |                            |                                         |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               | Pos            | sition Title               | Position Number                         |              | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| N/A           | 700            | KNOWIEDOEG OKULO           | ADULTIES LIGENSUPE OF CENTER            | 10 A T 10 11 | I NECECCARY FOR THE SUSCESSE!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|               |                |                            |                                         |              | NECESSARY FOR THE SUCCESSFUL  OW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|               |                |                            |                                         |              | IE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|               |                | GER BE USED.               | . IOATION IDENTIFIED ON GTANDAI         | , 10         | ETTIMAGE ON THE ASSESSMENT OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF |
|               |                |                            | velopment equivalent to four years      | college      | with academic background in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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



| 1. POSITION TIT                                      | LE                                                                                                                                   |                                                                                                                                    | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                           | BILINGUAL<br>CODE                                                                                                                           | POSITION TITL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2. 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| Existing Position                                    |                                                                                                                                      |                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                  | - CODE                                                                                                                                      | OFTIONCODE                                                                                                                                                                                         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| New/Revised Position<br>Employment S<br>Program Repr |                                                                                                                                      |                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                  | 29                                                                                                                                          | SS                                                                                                                                                                                                 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| 3. AGENCY                                            |                                                                                                                                      |                                                                                                                                    | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                              |                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5. 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WORK<br>COUNTY                                                                                                                   | 7. 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O49 2 R  O7/16/201  ESTABLISH EXEMPT CODE CHANGE  POSITION NUMBER CHANGE CLARIFY ADDITIONAL IDENTICAL CHAWORK COUNTY CHANGE ABOLISH DOWNWARD REALLOCATION UPWARD REALLOCATION UPWARD REALLOCATION UPWARD REALLOCATION UPWARD REALLOCATION UPWARD REALLOCATION Claims for unemployment and readjustment; candidates to job lers or training program replex issues and service eports. As needed,                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                           |  |
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As needed, or than the primary  ine unemployment work status; provides s information on the use applicant and coaches in fework search action pla |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                           |  |
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The prides refer de extracts appropriate se duties for the Spaniance claim mation on a se IL Labor Begistration eviews for | prough the use of the IL Lab reals, placement and follow-data using automated data to office or partner staff; estable of assigned worksites within a interpretive services for S sh language when necessals monetary eligibility and dispositional and/or exchange system, determine process to facilitate self-ser compliance; explains rights | or Exchanup service systems; replication of the service panish spectry, interviews cern empeducation es approprice; assistant responservice | ge systemes on available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for available for a | n, matcher able job of the with construction and the construction and the construction area, other and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are and the construction are an are and the construction are an area. 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| 20%                                                  | Span<br>Labo<br>client<br>open<br>comp<br>jobs a<br>IDES<br>place                                                                    | ish langua<br>r Exchange<br>r; refers clie<br>ings as list<br>outer progra<br>and job inte<br>to determi<br>ments; as              | with various programs and sige when necessary. Assists a system. Assesses client sents to employers and hiringed in IL Labor Exchange systems and contacts employers are status of referrals and nedirected, solicits job opporting fairs. Coaches both appreserved.                                                                             | or registe kills, resear fairs for jour stem for a s; provides up on job coed for additionities; assisticants and                           | ers job sees arches and be intervied pplicants of clients worders for clitional resists with the distance of the comployers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | kers and<br>d modifie<br>ws; 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| 16. (CONTINUE                                                                 | D)                                                          |                                                                                                                      |                                                                                                                                                  | FORENTIAL FUNDTIONS (O                                                                                                                                                                                                                                                       |
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| % OF TIME                                                                     | 16. COM                                                     | PLETE CURRENT AND                                                                                                    | ACCURATE STATEMENT OF POSITION                                                                                                                   | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                              |
| 10%                                                                           | 4.                                                          | continued claims: ir                                                                                                 | nvestigates, researches, and explain                                                                                                             | polity determinations for routine, initial or ins case disposition; provides written and accepts appeal when appropriate.                                                                                                                                                    |
| 10%                                                                           | 5.                                                          | relationships and a<br>service to fellow off<br>Assists clients with                                                 | ttire as related to a specific job refe<br>fice staff. Conducts employment wo<br>registration and claims as work flo                             | dvises clients on work attitudes, habits, erral transferring more complex or specialized orkshops to enhance client employability. w necessitates; processes data from file automated data files; extracts and utilizes data                                                 |
| 05%                                                                           | 6.                                                          | Establishes and ma                                                                                                   | aintains activity reports to demonst                                                                                                             | rate work activity and detail time charging.                                                                                                                                                                                                                                 |
| 05%                                                                           | 7.                                                          | Performs other dut enumerated above                                                                                  |                                                                                                                                                  | are reasonably within the scope of the duties                                                                                                                                                                                                                                |
| conducting                                                                    | g and sigi                                                  | AND NUMBER OF IMN ning performance evaluations of this position.)                                                    | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                            | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                           |
|                                                                               |                                                             |                                                                                                                      |                                                                                                                                                  | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                       |
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| •                                                                             |                                                             | -44-54-103-31-01                                                                                                     |                                                                                                                                                  | Local Office Manager                                                                                                                                                                                                                                                         |
| 18. CHECK TH                                                                  | HE APPR                                                     | OPRIATE BOX IF THI                                                                                                   | S POSITION IS A:                                                                                                                                 |                                                                                                                                                                                                                                                                              |
| SUPE                                                                          | RVISOR                                                      | OR LEAD V                                                                                                            | VORKER                                                                                                                                           |                                                                                                                                                                                                                                                                              |
| NOTE: S                                                                       | unerviso                                                    | rv or lead worker res                                                                                                | ponsibilities <u>must</u> be described in a                                                                                                      | detailed duty statement(s) with a                                                                                                                                                                                                                                            |
|                                                                               |                                                             | entage(s) allotted.                                                                                                  | ,ponolonido <u>indot</u> 20 decembra in d                                                                                                        |                                                                                                                                                                                                                                                                              |
| If a box w                                                                    | as check                                                    | ed above, list position                                                                                              | title, position number, and number of s                                                                                                          | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                   |
| headcoun                                                                      | it:                                                         |                                                                                                                      |                                                                                                                                                  |                                                                                                                                                                                                                                                                              |
|                                                                               | Position                                                    | Title                                                                                                                | Position Number                                                                                                                                  | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                        |
| N/A                                                                           | 1 0318101                                                   | THE                                                                                                                  | 1 Coldon Number                                                                                                                                  | Tro. of mountained to a fundou vacarioise                                                                                                                                                                                                                                    |
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| PERFORI<br>ABILITIE                                                           | MANCE (<br><b>S AND LI</b>                                  | OF THE WORK OF TH                                                                                                    | IIS POSITION. NOTE: SINCE THERE                                                                                                                  | CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                            |
| Requires kno<br>social/behav<br>staff member<br>business; or<br>provisions of | owledge,<br>ioral scie<br>r and a n<br>four yea<br>the UI A | skills and mental de<br>ences or business; o<br>ninimum of two year<br>rs (6,000 work hours<br>act impacting on area | r requires two years (3,000 work hose college credits completed with pass) as a department intermittent staffas of responsibility; job knowledge | s college with academic background in burs) of experience as a department intermittent assing grades in social/behavioral sciences or f member. Requires working knowledge of those of employers and their UI and employment ers and/or clients; determine an effective work |

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



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

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

conjunction with Spanish speaking clients.

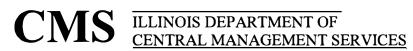
16. (CONTINUED)

| 1. POSITIONT                               | ITLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| Existing Position                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| 3. AGENCY                                  | proofinative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                    | 4. 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EXMT<br>CODE                                                                                           |                                                                                                               |                                                                                               |                                                                                                       |                                                        |
| Existing Position                          | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                    |                                                                                                                                                                                                                          |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | - 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| New/Revised Position                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| Existing Familiar                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| New/Revised Position                       | m Wheeling                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| 16. (CONTINUE |             |                              |                                              |                                                        |    |
|---------------|-------------|------------------------------|----------------------------------------------|--------------------------------------------------------|----|
| % OF TIME     |             |                              | DACCURATE STATEMENT OF POSITION              |                                                        |    |
| 20%           | 3.          | Assists clients with va      | rious programs and services offere           | ed by the Illinois Department of Employment            |    |
|               | 1           |                              |                                              | rs job seekers and employers using the IL Labor        |    |
|               |             |                              |                                              | ient skills; refers clients to training programs or    |    |
|               |             |                              |                                              | able job openings as listed in the IL Labor            |    |
|               |             |                              |                                              | able through computer programs and contacts            |    |
|               |             |                              |                                              | ment vocational exploration tools; provides            |    |
|               |             |                              |                                              |                                                        |    |
|               |             |                              |                                              | elected jobs and job interview procedures, follow      |    |
|               |             |                              |                                              | uesting service from IDES to determine status of       |    |
|               | l           |                              |                                              | cords placements; as directed, solicits job            |    |
|               |             |                              |                                              | execution of hiring fairs. Coaches both                |    |
|               |             | applicants and employ        | vers in the use of self-service of the       | e IL Labor Exchange System. As directed,               |    |
|               |             | performs these duties        | for assigned worksites within the s          | service delivery area other than the primary           |    |
|               |             |                              |                                              | olish language to assist clients who request or        |    |
|               |             | need interpretive serv       |                                              | onor language to acciet onorite who request of         |    |
|               | l           | need interpretive serv       | 1003.                                        |                                                        |    |
| 400/          |             | A ali alia ata a manamatana. | and name at any banadit alaim iss            |                                                        |    |
| 10%           | 4.          |                              |                                              | sues, providing eligibility determinations for         |    |
|               |             |                              |                                              | nes, and explains case disposition; provides           |    |
|               |             |                              |                                              | ations and accepts appeals. As directed, perform       |    |
|               |             | these duties for assign      | ned worksites within the service del         | livery area other than the primary assigned office     | ₽. |
|               | •           |                              |                                              |                                                        |    |
| 10%           | 5.          | Advises clients on wo        | rk attitudes, habits, relationships an       | nd attire as related to a specific job referral; refer | s  |
|               |             |                              |                                              | ervice needs to relevant office or partner staff.      |    |
|               |             |                              |                                              | ployability. Assists clients with registration and     |    |
|               |             |                              |                                              | nance for all relevant IDES automated data files       |    |
|               |             |                              |                                              | uties for assigned worksites within the service        | ,  |
|               |             |                              |                                              | dies for assigned worksites within the service         |    |
|               |             | delivery area other tha      | an the primary assigned office.              |                                                        |    |
| 050/          | ۱ _         | F-4-1-1:-1                   |                                              |                                                        |    |
| 05%           | D.          | Establishes and main         | iains activity reports to demonstrate        | e work activity and detail time charging.              |    |
| 050/          | ۱ ـ         |                              |                                              |                                                        |    |
| 05%           | 7.          |                              | as required or assigned which are            | reasonably within the scope of the duties              |    |
|               |             | enumerated above.            |                                              |                                                        |    |
| 17. POSITION  | 1 TIT       | LE AND NUMBER OF IM          | MEDIATE SUPERVISOR (Responsible              | e for assigning and reviewing work, preparing,         |    |
|               |             |                              | luations; effectively recommending and       | d imposing disciplinary action and adjusting grievance | S  |
| for the inc   | umb         | ent of this position.)       |                                              |                                                        |    |
|               |             |                              |                                              | WORKING TITLE (IF ANY)                                 |    |
| Employment    | Sec         | curity Field Office Super    | visor 13600-44-54-103-40-41                  |                                                        |    |
| 18 CHECK TH   | IF A        | PPROPRIATE BOX IF TH         | IS POSITION IS A                             |                                                        |    |
|               |             |                              |                                              |                                                        |    |
| ☐ SUPER       | RVIS        | OR OR LEAD V                 | WORKER                                       |                                                        |    |
|               |             |                              |                                              |                                                        |    |
| NOTE: S       | uper        | visory or lead worker res    | sponsibilities <u>must</u> be described in a | a detailed duty statement(s) with a                    |    |
|               |             | ercentage(s) allotted.       | ·                                            | • , ,                                                  |    |
| If a box w    | as ch       | necked abové, list position  | title, position number, and number of s      | subordinate incumbents or authorized funded            |    |
| headcour      | nt:         | •                            |                                              |                                                        |    |
|               | Pos         | ition Title                  | Position Number                              | No. of Incumbents or Funded Vacancies                  |    |
| N/A           |             |                              |                                              |                                                        |    |
|               | ZED         | KNOWLEDGES, SKILLS.          | ABILITIES, LICENSURE OR CERTIFI              | ICATION NECESSARY FOR THE SUCCESSFUL                   |    |
|               | <b>MANC</b> | E OF THE WORK OF TH          | IIS POSITION. NOTE: SINCE THERE              | ARE NOW SEVERAL OPTIONS OF SKILLS AND                  |    |
| 450 17156     |             | DI LICENCUPE OP CERT         | ICICATION IDENTICIED ON CTANDAS              | DDG THE DUDAGE "CAME AS SDECISICATION"                 |    |

CAN NO LONGER BE USED.

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



| Northern Region   Artington-Heights Local   Service Unit V                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.   No.    | 1. 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| 3. AGENCY  4. BUREAU/DIVISION  5. ENTRY POWER  1. Department of Employment Security  5. Service Delivery/Field Operations  0. 0.16 2 x, R  1. Department of Employment Security  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. 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| **NoFTIME** 18. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. 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| 16. (CONTINUE                                                                                                     | D)                                                       |                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                            |
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| % OF TIME                                                                                                         | 16.                                                      |                                                                                                                                                                                                                                                                                                                               | ACCURATE STATEMENT OF POSITION ESS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |
| 20%                                                                                                               | 3.                                                       | Security (IDES) and particle Exchange system. Assemployers and hiring far Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employer performs these duties it assigned office. Travel need interpretive services | artner agencies. Assists or registers job<br>sesses, researches and selects client searches for job interviews; selects suitable jupplicants requiring services available to use and interpret self-assessment regarding training programs or selecters or job orders for employers requesting additional referrals; verifies and records with the planning, recruitment, and executes in the use of self-service of the IL Lefor assigned worksites within the services to fairs and worksites. Utilizes Spanishes. | hrough computer programs and contacts vocational exploration tools; provides ed jobs and job interview procedures; follows g service from IDES to determine status of s placements; as directed, solicits job cution of hiring fairs. Coaches both abor Exchange System. As directed, se delivery area other than the primary sh language to assist clients who request or |
| 10%                                                                                                               | 4.                                                       | routine, initial or contin written determinations;                                                                                                                                                                                                                                                                            | conducts reconsidered determinations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | providing eligibility determinations for and explains case disposition; provides and accepts appeals. As directed, performs area other than the primary assigned office.                                                                                                                                                                                                   |
| 10%                                                                                                               | 5.                                                       | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                                           | plex or specialized issues and/or servic<br>workshops to enhance client employa<br>a from file construction and maintenanc                                                                                                                                                                                                                                                                                                                                                                                           | tire as related to a specific job referral; refers e needs to relevant office or partner staff. bility. Assists clients with registration and e for all relevant IDES automated data files; for assigned worksites within the service                                                                                                                                      |
| 05%                                                                                                               | 6.                                                       | Establishes and mainta                                                                                                                                                                                                                                                                                                        | ains activity reports to demonstrate wor                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | k activity and detail time charging.                                                                                                                                                                                                                                                                                                                                       |
| 05%                                                                                                               |                                                          | enumerated above.                                                                                                                                                                                                                                                                                                             | as required or assigned which are reas                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                            |
| conducting                                                                                                        | g and                                                    |                                                                                                                                                                                                                                                                                                                               | MEDIATE SUPERVISOR (Responsible for<br>luations; effectively recommending and imp                                                                                                                                                                                                                                                                                                                                                                                                                                    | assigning and reviewing work, preparing, osing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                |
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| Employment                                                                                                        | Sec                                                      | urity Field Office Superv                                                                                                                                                                                                                                                                                                     | risor 13600-44-54-103-60-01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                            |
| 18. CHECK TI                                                                                                      | HE A                                                     | PPROPRIATE BOX IF TH                                                                                                                                                                                                                                                                                                          | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                            |
| ☐ SUPE                                                                                                            | RVIS                                                     | SOR OR LEAD V                                                                                                                                                                                                                                                                                                                 | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                            |
| NOTE, S                                                                                                           | una                                                      | nvicony or load worker re-                                                                                                                                                                                                                                                                                                    | sponsibilities <u>must</u> be described in a del                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                             |
| ti                                                                                                                | me į                                                     | percentage(s) allotted.                                                                                                                                                                                                                                                                                                       | · —                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                            |
| If a box w<br>headcour                                                                                            |                                                          | hecked above, list position                                                                                                                                                                                                                                                                                                   | title, position number, and number of subor                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | dinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                   | Ро                                                       | sition Title                                                                                                                                                                                                                                                                                                                  | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                      |
| N/A                                                                                                               | 1766                                                     | VALOWI EDGES SKILLS                                                                                                                                                                                                                                                                                                           | ADULTICS LICENSURE OF CERTIFICAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | TION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                          |
| PERFORI<br>ABILITIES<br>CAN NO                                                                                    | MAN<br>S AN<br>LON                                       | CE OF THE WORK OF TH<br>ID LICENSURE OR CERT<br>GER BE USED.                                                                                                                                                                                                                                                                  | HIS POSITION. NOTE: SINCE THERE AR IFICATION IDENTIFIED ON STANDARDS                                                                                                                                                                                                                                                                                                                                                                                                                                                 | E NOW SEVERAL OPTIONS OF SKILLS AND 5, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                  |
| social/behav<br>staff member<br>business; or<br>employee Up<br>to a certificat<br>impacting on<br>ability to effe | ioral<br>r and<br>four<br>owar<br>te of<br>are<br>octive | sciences or business; of a minimum of two year years (6,000 work hours of Mobility Program may proficiency. Requires was of responsibility; job kely communicate with em                                                                                                                                                      | es college credits completed with passings) as a department intermittent staff me<br>complete combinations of specific provorking knowledge of those provisions of<br>knowledge of employers and their UI and applying and an employers and/or clients; determine an e                                                                                                                                                                                                                                               | of experience as a department intermittent on grades in social/behavioral sciences or ember, or qualifying state employees, in the ficiency tests and training programs leading of the Unemployment Insurance (UI) Act and employment service needs. Requires the ffective work search plan for clients and                                                                |
| identification                                                                                                    | of ir                                                    | nappropriate work searcl                                                                                                                                                                                                                                                                                                      | h efforts; effectively organize and analy                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ze pertinent information for the determination                                                                                                                                                                                                                                                                                                                             |

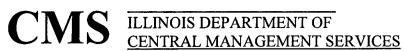
of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill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

conjunction with Spanish speaking clients.

| Existing Position                   | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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As ner than                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ot views and on the sin plan rea ent of g but the   |

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

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



| 1. POSITION TIT                     | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKING T                                                                                                                                                                                                                                       | ITLE (IF ANY)                                                                                                                                                                                                                                            | BILINGUAL<br>CODE                                                                                                                   | POSITION TITLE OPTION CODE                                                                                                                                                                                    | 2. 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Utilized dresses client to the processinate, military and termine unemplation on available for Exchange systecompliance; expected, performs imary assigned ces. | nent and follow automated system; establishes within the services Spanish language. Unemployment go of claims for other federal of oyment insurar work status; preside treemployment at ereemployment in client rights these duties for office. Utilizes | r-up services tems; reference delivery unage to a unemploy or trade reaches or nd/or educes relevates and resort assisted Spanish I | ees on avail- ers clients values activity area other essist clients e and Wagn ment insura adjustment. Is monetary ientation an cational pro nt services ts in the fore sponsibilities d worksites anguage to | able job with com y report than th who re aer-Peys ance be Conduct and nor d clarific grams; for the a mation of s as the within the assist of | orders of plex issers. 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| 25%                                 | 2. Performs function complex and specific Employment Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. 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Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Section 1. Se | ecial claims on b<br>curity (IDES). L<br>Illinois Benefit<br>ns these duties t                                                                                                                                                                  | penefit entitlem<br>oads and extra<br>Information Sys                                                                                                                                                                                                    | ent progra<br>icts claims<br>stem (IBIS                                                                                             | ams adminis<br>data using<br>S), Illinois Jo                                                                                                                                                                  | stered b<br>automa<br>b Link (                                                                                                                 | y the Illii<br>ated sys<br>IJL) and                      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| DIRECTOR                            | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | IMMEDIATE SUF                                                                                                                                                                                                                                   | PERVISOR SIGNA                                                                                                                                                                                                                                           |                                                                                                                                     | GENCY HEA                                                                                                                                                                                                     |                                                                                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|                                     | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    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| 16. (CONTINUED                                                       | 0)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | - AND THE STATE OF BOOK OF                                                                                                                                                                                                                 | SSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |  |  |  |  |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|
| % OF TIME                                                            | 16. COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ACCURATE STATEMENT OF POSITION E                                                                                                                                                                                                           | by the Illinois Department of Employment                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |  |  |  |
| 20%                                                                  | Security (IDES) and par<br>Exchange system. Ass<br>employers and hiring fa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | esses, researches and selects clier irs for job interviews; selects suitab                                                                                                                                                                 | by the Illinois Department of Employment job seekers and employers using the IL Labor at skills; refers clients to training programs or le job openings as listed in the IL Labor le through computer programs and contacts ont vecational exploration tools; provides                                                                                         |  |  |  |  |  |  |  |  |  |
|                                                                      | clients with information up on training programs referrals and need for a opportunities; assists wapplicants and employed performs these duties for                                                                                                                                                                                                                                                                                                                                                                                                                                                          | regarding training programs or seles or job orders for employers request idditional referrals; verifies and recort the planning, recruitment, and elers in the use of self-service of the longer assigned worksites within the selections. | ent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both L Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or |  |  |  |  |  |  |  |  |  |
|                                                                      | need interpretive service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |
| 10%                                                                  | routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |
| 10%                                                                  | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |
| 05%                                                                  | 6. Establishes and mainta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ins activity reports to demonstrate                                                                                                                                                                                                        | work activity and detail time charging.                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |  |
| 05%                                                                  | Performs other duties a enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | as required or assigned which are re                                                                                                                                                                                                       | easonably within the scope of the duties                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |  |  |  |
| conducting                                                           | TITLE AND NUMBER OF IMM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                            | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |  |  |
|                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                            | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                         |  |  |  |  |  |  |  |  |  |
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| 18. CHECK TH                                                         | HE APPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | S POSITION IS A:                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |
| ☐ SUPE                                                               | RVISOR OR LEAD W                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | VORKER                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |
|                                                                      | upervisory or lead worker res<br>me percentage(s) allotted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                              |  |  |  |  |  |  |  |  |  |
|                                                                      | as checked above, list position t                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | title, position number, and number of su                                                                                                                                                                                                   | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |  |  |
| Position Title Position Number No. of Incumbents or Funded Vacancies |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |
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| PERFORM<br>ABILITIES<br>CAN NO I                                     | 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 kno                                                         | Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |  |  |  |

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

| 1. POSITION TI Existing Position                  | TLE                                                                                                                                                            | WORI                                                                                                                                                      | KING TITLE (IF ANY)                                                                                                                                                                                       | BILINGUAL<br>CODE                                                                                                                       | POSITION                                                                                                                    | CODE                                                                                                                      | 2. 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| 10. SECTION                                       | nt of Employment Secur                                                                                                                                         | ıty                                                                                                                                                       | 11. UNIT                                                                                                                                                                                                  |                                                                                                                                         |                                                                                                                             |                                                                                                                           | 12. 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| New/Revised Position Northern Reg                 | ion/ North Aurora Local                                                                                                                                        | Office                                                                                                                                                    | Service Unit II                                                                                                                                                                                           |                                                                                                                                         |                                                                                                                             |                                                                                                                           | MA021 ESTABLISH MC022 EXEMPT CODE 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| 14. WORK LOCA                                     | ATION                                                                                                                                                          |                                                                                                                                                           | 15. 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| North Aurora,                                     | IL                                                                                                                                                             |                                                                                                                                                           | RC062                                                                                                                                                                                                     |                                                                                                                                         |                                                                                                                             | $N \mid \bar{I}$                                                                                                          | ☐ MC1                                 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| % OF TIME                                         | 16. 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| 25%                                               | services related to<br>limited to interstal<br>with clients to det<br>discern employme                                                                         | service ne cluding bu s interviev t claim iss eferrals, paims data ce or partr ned works orksites. Undersees co the proces, military ermine unent history | eds. Provides service at not limited to interst ws; provides orientation ues. Using the IL Laborated and follow-lusing automated systems staff; establishes astites within the services.                  | es related atte, milit on and cloor Exchaup service ems; refeand main e delivery age to a msurance nemploy trade reace claims vides ori | to the ary and arifies of ange syees on a ers clientains acy area cossist clientains and Warner in adjustmentation entation | proces d other eligibilit ystem, availabl nts with ctivity r other th ients w Vagner- nsurance nent. 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| 25%                                               | use of the IL Laborathe registration programs. As directly other than the principle interpretive service.  2. Performs function complex and specific programs. | or Exchan rocess to fompliance ected, performary assigness.  as related cial claims urity (IDES)                                                          | ge system, determine acilitate reemploymen; explains client rights forms these duties for gned office. 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| 16. (CONTINUE | יט:           | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                                                                                             | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| % OF TIME     |               | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                              | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ESSENT                                                                                                                            | TAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                               |
| 20%           |               | Assists clients with var<br>Security (IDES) and particles and particles and hiring for a<br>employers and hiring for a<br>employers; trains client<br>clients with information<br>up on training program<br>referrals and need for<br>opportunities; assists to<br>applicants and employ<br>performs these duties | rious programs and services offered artner agencies. Assists or registers is esses, researches and selects clie airs for job interviews; selects suital applicants requiring services available to use and interpret self-assessman regarding training programs or seles or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the sels to fairs and worksites. Utilizes Sp | d by the<br>s job seent skills<br>ble job<br>ble throment voo<br>lected jo<br>esting se<br>ords pla<br>execution<br>IL Laborice d | Illinois Department of Employment ekers and employers using the IL Labor is; refers clients to training programs or openings as listed in the IL Labor ugh computer programs and contacts cational exploration tools; provides obs and job interview procedures; follows ervice from IDES to determine status of accements; as directed, solicits job on of hiring fairs. Coaches both or Exchange System. As directed, |
| 10%           | 4.            | routine, initial or continuous written determinations                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | es, and<br>ions an                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10%           | 5.            | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                               | plex or specialized issues and/or se<br>workshops to enhance client emplor<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                                                                                           | rvice ne<br>oyability<br>ance fo                                                                                                  | as related to a specific job referral; refers<br>eeds to relevant office or partner staff.<br>A. Assists clients with registration and<br>or all relevant IDES automated data files;<br>assigned worksites within the service                                                                                                                                                                                           |
| 05%           | 6.            | Establishes and mainta                                                                                                                                                                                                                                                                                            | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | work a                                                                                                                            | ctivity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                       |
| 05%           | 7.            | Performs other duties enumerated above.                                                                                                                                                                                                                                                                           | as required or assigned which are r                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | easona                                                                                                                            | bly within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                      |
| conducting    | g and         |                                                                                                                                                                                                                                                                                                                   | MEDIATE SUPERVISOR (Responsible luations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                   | gning and reviewing work, preparing,<br>g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                  |
|               |               |                                                                                                                                                                                                                                                                                                                   | ·                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | WORK                                                                                                                              | (ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                     |
| Employment    | Sec           | urity Field Office Superv                                                                                                                                                                                                                                                                                         | visor 13600-44-54-107-40-01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 18. CHECK TH  | IE A          | PPROPRIATE BOX IF TH                                                                                                                                                                                                                                                                                              | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ·                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| tir           | me p<br>as ch | ercentage(s) allotted.                                                                                                                                                                                                                                                                                            | sponsibilities must be described in a title, position number, and number of su                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| noadoun       |               | sition Title                                                                                                                                                                                                                                                                                                      | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                   | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                   |
| N/A           | 1 03          | Juon Tigo                                                                                                                                                                                                                                                                                                         | 1 Osldon Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                   | 140. Of medifiberits of Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                |
| 19. SPECIALI  | ZED           | KNOWLEDGES, SKILLS,<br>CE OF THE WORK OF TH                                                                                                                                                                                                                                                                       | ABILITIES, LICENSURE OR CERTIFI                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CATION<br>ARE NO                                                                                                                  | I NECESSARY FOR THE SUCCESSFUL<br>DW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                                                                                                                                      |

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

| New/Revised Position  Northern Region  14. WORK LOCATIO  Existing Position  North Aurora, IL  OF TIME  I  I  I  I  I  I  I  I  I  I  I  I  I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 6. 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| New/Revised Position  North Aurora, IL  OF TIME  ir  c  n  a  lc  n  th  T                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 6. COMPLETE CURR Inder general supers and Wagner-Peyser s assurance benefits, in conducts benefit right conseparation benefit applicants, provides re ads and extracts cla beeds to relevant offi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | vision, for a<br>service ne<br>neluding bu<br>ts interviev<br>it claim iss<br>referrals, p<br>aims data<br>ice or partr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACCURATE STATEMI<br>an assigned area, as<br>seds. 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| % OF TIME     | 16. COMPLETE CURRENT AND ACCURAT                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 20%           | Security (IDES) and partner age Exchange system. Assesses, re employers and hiring fairs for joint Exchange system for applicants employers; trains clients to use clients with information regarding up on training programs or job or referrals and need for additional opportunities; assists with the plapplicants and employers in the performs these duties for assign | encies. Assists or registers judgesearches and selects clients interviews; selects suitable requiring services available and interpret self-assessments of training programs or selected for employers request referrals; verifies and recolanning, recruitment, and excuse of self-service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service of the IL lated worksites within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service within the service | by the Illinois Department of Employment job seekers and employers using the IL Labor at skills; refers clients to training programs or le job openings as listed in the IL Labor e through computer programs and contacts ent vocational exploration tools; provides cted jobs and job interview procedures; follows sting service from IDES to determine status of rds placements; as directed, solicits job secution of hiring fairs. Coaches both Labor Exchange System. As directed, vice delivery area other than the primary mish language to assist clients who request or |
| 10%           | routine, initial or continued claim<br>written determinations; conducts                                                                                                                                                                                                                                                                                                      | ns, investigates, researches<br>s reconsidered determinatio                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | es, providing eligibility determinations for s, and explains case disposition, provides ons and accepts appeals. As directed, performs ery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                            |
| 10%           | clients with more complex or spe<br>Conducts employment workshop<br>claims; processes data from file                                                                                                                                                                                                                                                                         | ecialized issues and/or serves to enhance client employ construction and maintena ected, performs these dutie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | attire as related to a specific job referral; refers vice needs to relevant office or partner staff. yability. Assists clients with registration and nce for all relevant IDES automated data files; es for assigned worksites within the service                                                                                                                                                                                                                                                                                                                                  |
| 05%           | 6. Establishes and maintains activi                                                                                                                                                                                                                                                                                                                                          | ty reports to demonstrate w                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | vork activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 05%           | enumerated above.                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | asonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| conducting    | N TITLE AND NUMBER OF IMMEDIATE S<br>g and signing performance evaluations; ef<br>umbent of this position.)                                                                                                                                                                                                                                                                  | SUPERVISOR (Responsible for<br>fectively recommending and in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| Employment    | Security Field Office Supervisor 1360                                                                                                                                                                                                                                                                                                                                        | 00-44-54-107-50-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 18. CHECK TH  | HE APPROPRIATE BOX IF THIS POSITION                                                                                                                                                                                                                                                                                                                                          | ON IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| ☐ SUPEF       | RVISOR OR LEAD WORKER                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| NOTE: St      | upervisory or lead worker responsibilit                                                                                                                                                                                                                                                                                                                                      | ies <u>must</u> be described in a d                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | letailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|               | me percentage(s) allotted.                                                                                                                                                                                                                                                                                                                                                   | an aumhar and austra af a d                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 10%                                                                                                                           | 4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                   | and nonmonetary benefit claim issu                                                                                                                                                                                                                                                                                        |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | routine, initial or contin                                                                                                                                                                                                                                                                        | ued claims; investigates, researche                                                                                                                                                                                                                                                                                       | s, and                                                                              | explains case disposition; provides                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | written determinations;                                                                                                                                                                                                                                                                           | conducts reconsidered determinati                                                                                                                                                                                                                                                                                         | ions an                                                                             | d accepts appeals. As directed, performs                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | these duties for assign                                                                                                                                                                                                                                                                           | ed worksites within the service deliv                                                                                                                                                                                                                                                                                     | very are                                                                            | ea other than the primary assigned office.                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |  |
|                                                                                                                               | these duties for assigned worksites within the service delivery area other than the primary assigned office.  Advises elients on work attitudes, behits, relationships and attire as related to a specific ich referrel; refere                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| 10%                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               | clients with more complex or specialized issues and/or service needs to relevant office or partner staff.  Conducts employment workshops to enhance client employability. Assists clients with registration and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               | clients with more complex or specialized issues and/or service needs to relevant office or partner staff.  Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               | clients with more complex or specialized issues and/or service needs to relevant office or partner staff.  Conducts employment workshops to enhance client employability. Assists clients with registration and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               | claims; processes data from file construction and maintenance for all relevant IDES automated data files;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   | n the primary assigned office.                                                                                                                                                                                                                                                                                            |                                                                                     | g                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | dontory area enter tha                                                                                                                                                                                                                                                                            | in the primary designed emes.                                                                                                                                                                                                                                                                                             |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| 05%                                                                                                                           | 6.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Establishes and mainta                                                                                                                                                                                                                                                                            | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                      | work a                                                                              | ctivity and detail time charging.                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| 05%                                                                                                                           | 7.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Performs other duties                                                                                                                                                                                                                                                                             | as required or assigned which are re                                                                                                                                                                                                                                                                                      | easona                                                                              | bly within the scope of the duties                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | enumerated above.                                                                                                                                                                                                                                                                                 | , ,                                                                                                                                                                                                                                                                                                                       |                                                                                     | •                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   | MEDIATE SUPERVISOR (Responsible                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   | uations; effectively recommending and                                                                                                                                                                                                                                                                                     | imposin                                                                             | g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                         |  |  |  |  |  |  |  |  |
| for the inc                                                                                                                   | umbe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ent of this position.)                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                           |                                                                                     | •                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           | WORK                                                                                | (ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |  |  |
| Employment                                                                                                                    | Sec                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | urity Field Office Superv                                                                                                                                                                                                                                                                         | risor 13600-44-54-107-60-01                                                                                                                                                                                                                                                                                               |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| 18. CHECK TI                                                                                                                  | IE A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | PPROPRIATE BOX IF TH                                                                                                                                                                                                                                                                              | IS POSITION IS A:                                                                                                                                                                                                                                                                                                         |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| ☐ SUPEI                                                                                                                       | RVIS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | OR OR □LEAD V                                                                                                                                                                                                                                                                                     | VORKER                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| NOTE: S                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | vicon, or load worker res                                                                                                                                                                                                                                                                         | sponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                              | .1 . 4 . 11 .                                                                       | d duty statement(s) with a                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                                                                                     | u duty statement(s) with a                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |  |
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                   | sponstumiles <u>inust</u> be described in a                                                                                                                                                                                                                                                                               | detaile                                                                             |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| ti                                                                                                                            | me p                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ercentage(s) allotted.                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                           |                                                                                     | ate incumbents or authorized funded                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |  |  |
| ti                                                                                                                            | me p<br>as ch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ercentage(s) allotted.                                                                                                                                                                                                                                                                            | title, position number, and number of su                                                                                                                                                                                                                                                                                  |                                                                                     | ate incumbents or authorized funded                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |  |  |
| tii<br>If a box w                                                                                                             | me p<br>as ch<br>t:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ercentage(s) allotted. ecked above, list position                                                                                                                                                                                                                                                 | title, position number, and number of su                                                                                                                                                                                                                                                                                  |                                                                                     |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |  |
| If a box w<br>headcoun                                                                                                        | me p<br>as ch<br>t:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ercentage(s) allotted.                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                           |                                                                                     | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |  |  |
| If a box w<br>headcoun                                                                                                        | me p<br>as ch<br>t:<br>Pos                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ercentage(s) allotted. ecked above, list position                                                                                                                                                                                                                                                 | title, position number, and number of su  Position Number                                                                                                                                                                                                                                                                 | ubordina                                                                            | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |  |  |
| If a box w<br>headcoun<br>N/A<br>19. SPECIALI                                                                                 | me pas chas chas chas chas chas chas chas ch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ercentage(s) allotted. ecked above, list position sition Title KNOWLEDGES, SKILLS,                                                                                                                                                                                                                | Position Number  Position Number  ABILITIES, LICENSURE OR CERTIFIC                                                                                                                                                                                                                                                        | ubordina                                                                            | No. of Incumbents or Funded Vacancies  I NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |  |  |
| If a box w<br>headcoun<br>N/A<br>19. SPECIALI<br>PERFORI                                                                      | me p<br>as ch<br>t:<br>Pos<br>ZED<br>MAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ercentage(s) allotted. ecked above, list position etition Title KNOWLEDGES, SKILLS, DE OF THE WORK OF TH                                                                                                                                                                                          | Position Number  Position Number  ABILITIES, LICENSURE OR CERTIFICATION. NOTE: SINCE THERE                                                                                                                                                                                                                                | CATION                                                                              | No. of Incumbents or Funded Vacancies I NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                  |  |  |  |  |  |  |  |  |
| If a box wheadcount N/A  19. SPECIAL PERFORMABILITIES                                                                         | me pas chas chas chas chas chas chas chas ch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ercentage(s) allotted. ecked above, list position etition Title KNOWLEDGES, SKILLS, DE OF THE WORK OF TH                                                                                                                                                                                          | Position Number  Position Number  ABILITIES, LICENSURE OR CERTIFICATION. NOTE: SINCE THERE                                                                                                                                                                                                                                | CATION                                                                              | No. of Incumbents or Funded Vacancies  I NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |  |  |
| If a box wheadcount N/A  19. SPECIAL PERFORMABILITIES CAN NO I                                                                | me pas chat: Pos ZED MANG                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ercentage(s) allotted. ecked above, list position sition Title  KNOWLEDGES, SKILLS, DE OF THE WORK OF THE D LICENSURE OR CERTS GER BE USED.                                                                                                                                                       | Position Number  Position Number  ABILITIES, LICENSURE OR CERTIFICATION. NOTE: SINCE THERE                                                                                                                                                                                                                                | CATION<br>ARE NO                                                                    | No. of Incumbents or Funded Vacancies I NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND IE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                |  |  |  |  |  |  |  |  |
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identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.

16. (CONTINUED)



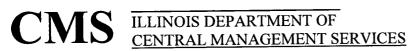
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| MS-104 (Rev. 10/5)                                   | 94) 1L 401-0794<br>1 425-19                                                                                                                                                                                                                                                                                                                                                                                | F;;                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                           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| 16. (CONTINUE                  | D)                                           |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
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| % OF TIME                      | 16.                                          | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                   | ACCURATE STATEMENT OF POSITION I                                                                                                                                                                                                                                                                                                                                                                                                    | SSENTIA                                                                                                     | L FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |
| 20%                            | 3.                                           | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training programs<br>referrals and need for a<br>opportunities; assists wa<br>applicants and employed<br>performs these duties for | sesses, researches and selects clie airs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessmiregarding training programs or selects or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the lor assigned worksites within the sets to fairs and worksites. Utilizes Spare | job seel- nt skills; le job op le throug ent voca- ected job sting ser ords plac xecution L Labor rvice del | refers and employers using the IL Labor refers clients to training programs or benings as listed in the IL Labor ship computer programs and contacts ational exploration tools; provides and job interview procedures; follows vice from IDES to determine status of sements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed, |  |  |  |  |  |  |  |
| 10%                            | 4.                                           | routine, initial or continu<br>written determinations;                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                     | s, and e<br>ons and                                                                                         |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| 10%                            | 5.                                           | clients with more comp<br>Conducts employment<br>claims; processes data                                                                                                                                                                                                                                | lex or specialized issues and/or ser<br>workshops to enhance client emplo<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                     | vice nee<br>yability.<br>ance for                                                                           | s related to a specific job referral; refers<br>eds to relevant office or partner staff.<br>Assists clients with registration and<br>all relevant IDES automated data files;<br>esigned worksites within the service                                                                                                                                                |  |  |  |  |  |  |  |
|                                |                                              | extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| 05%                            | 6.                                           | Establishes and mainta                                                                                                                                                                                                                                                                                 | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                | work act                                                                                                    | ivity and detail time charging.                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| 05%                            | 7.                                           | Performs other duties a enumerated above.                                                                                                                                                                                                                                                              | as required or assigned which are re                                                                                                                                                                                                                                                                                                                                                                                                | easonab                                                                                                     | ly within the scope of the duties                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |
| 17 POSITION                    | <u>                                     </u> |                                                                                                                                                                                                                                                                                                        | MEDIATE SUPERVISOR (Responsible                                                                                                                                                                                                                                                                                                                                                                                                     | for accion                                                                                                  | ning and reviewing work preparing                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |
| conducting                     | g and                                        |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             | disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |
|                                |                                              |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     | WORKII                                                                                                      | NG TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |
| Employment                     | Sec                                          | urity Field Office Superv                                                                                                                                                                                                                                                                              | isor 13600-44-55-103-20-01                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| 18. CHECK TI                   | IE A                                         | PPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                  | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| ☐ SUPE                         | RVIS                                         | OR OR □ LEAD V                                                                                                                                                                                                                                                                                         | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| NOTE: S                        | uper                                         | visory or lead worker res                                                                                                                                                                                                                                                                              | ponsibilities must be described in a                                                                                                                                                                                                                                                                                                                                                                                                | detailed                                                                                                    | duty statement(s) with a                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |  |  |
| ti                             | me p                                         | ercentage(s) allotted.                                                                                                                                                                                                                                                                                 | ·                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
|                                |                                              | necked above, list position                                                                                                                                                                                                                                                                            | title, position number, and number of su                                                                                                                                                                                                                                                                                                                                                                                            | ibordinate                                                                                                  | e incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |
| headcoun                       |                                              |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     | · · · · · ·                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| N/A                            | Pos                                          | sition Title                                                                                                                                                                                                                                                                                           | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |  |
|                                | ZFD                                          | KNOWLEDGES, SKILLS                                                                                                                                                                                                                                                                                     | ABILITIES, LICENSURE OR CERTIFIC                                                                                                                                                                                                                                                                                                                                                                                                    | L<br>CATION I                                                                                               | NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |
| PERFORI<br>ABILITIES<br>CAN NO | MAN<br>S AN<br>LON                           | CE OF THE WORK OF TH<br>D LICENSURE OR CERTI<br>GER BE USED.                                                                                                                                                                                                                                           | IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR                                                                                                                                                                                                                                                                                                                                                                       | ARE NO                                                                                                      | W SEVERAL OPTIONS OF SKILLS AND EPHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
|                                |                                              |                                                                                                                                                                                                                                                                                                        | evelopment equivalent to four years                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
|                                |                                              |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             | experience as a department intermittent                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |
|                                |                                              |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             | ades in social/behavioral sciences or r; or qualifying state employees, in the                                                                                                                                                                                                                                                                                      |  |  |  |  |  |  |  |
|                                |                                              |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                             | cy tests and training programs leading                                                                                                                                                                                                                                                                                                                              |  |  |  |  |  |  |  |



| Tampidyment Security   29   SS   13650-44-55-104-11-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| Employment Security Program Representative  4. BUREAU DIVISION  Service Delivery/ Field Operations  0 081 Y R  IL Department of Employment Security  Service Delivery/ Field Operations  0 081 Y R  O2/16/2019  SERVINO  11. UNIT  02/16/2019  SERVINO  13. BARGAINING/TERM CODE  Service Unit 1  WORK LOCATION  15. BARGAINING/TERM CODE  Service Unit 1  WORK LOCATION  15. BARGAINING/TERM CODE  Service Unit 1  WORK LOCATION  16. 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BUREAUJ DIVISION  5.000  1. Department of Employment Security Service Delivery/ Field Operations  0 081 Y R  1. Department of Employment Security Service Delivery/ Field Operations  0 081 Y R  1. Department of Employment Security Service Delivery/ Field Operations  0 081 Y R  1. Department of Employment Security Service Delivery/ Field Operations  0 081 Y R  02/16/2019  1. SECTION  1. UNIT  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. SERVICE Unit I  02/16/2019  1. 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SERVICE U | Employment Security Program Representative  3. AGENCY  4. BUREAU/DIVISION  5. RESPECTATION  1. Department of Employment Security  1. Department of Employment Security  1. UNIT  5. SECTION  1. UNIT  6. TRANSACTION  1. SECTION  1. UNIT  6. TRANSACTION  1. SECTION  1. UNIT  6. TRANSACTION  1. SECTION  1. UNIT  6. TRANSACTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. SECTION  1. 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| IL Department of Employment Security   Service Delivery/ Field Operations   11. UNIT   10. SECTION   13. EFFECTIVE DATE   11. UNIT   10. SECTION   13. EFFECTIVE DATE   11. UNIT   10. SECTION   13. EFFECTIVE DATE   14. WORK LOCATION   15. BARGAINING/TERM CODE   Ruley   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod22 EXEMPT CODE   Mod23 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   Mod24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT CANAGE   MOD24 EXEMPT    | IL Department of Employment Security   Service Delivery/ Field Operations   10 Unit   1 Unit   10 SECTION   13 EFFECTIVE DATE   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SECTION   10 SE   | IL Department of Employment Security  10. SECTION  11. UNIT  10. SECTION  11. UNIT  10. SECTION  11. UNIT  10. SECTION  12. TRANSACTION  12. TRANSACTION  13. TRANSACTION  14. MORY ESTABLISH  15. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONAL IDENTICAL More and Experimental Security Position  15. BARGAINING/TERM CODE  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONAL IDENTICAL More and Experimental Security Position Conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job open applicants, provides referrales, placement and follow-up services on available job orders or training ploads and extracts claims data using automated systems; refers clients with complex issues and/or needs to relevant office or partner staff; establishes and maintains activity reports. As directed, perform these duties for assigned worksites within the service delivery area other than the primary assigned Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretation and reviews for complement insurance benefits, including but not limited to interstate, military and other federal or trade readjusting the services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides referred the processing of claims for unemployment insurance benefits, including but limited to interstate, military and other federal or trade readjusted so the registration process to facilitate reemployment, assists in the formation of work search action and clarifies as they perfain to benefits including but limited to interstate, military and other federal or trade readjusted so the registration process to facilitate reemployment, assists in the formation of work search action and reviews for compliance; explains client rights interviews ervices.  25%  2. Performs functions related to  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              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| Rock Island, IL  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility ctors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and r | Rock Island, I.  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. 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| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS   Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment, conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems, refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. 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DIRECTOR OF CMS AIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  AGENCY HEAD SIGNATURE  Thomas Cham  O3/22/2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | complex and special claims on benefit entitlement programs administered by the Illinois Departr Employment Security (IDES). 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| 16. (CONTINUE  | D)     |                                     |                                                                                |                                       |                                                                                        |
|----------------|--------|-------------------------------------|--------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------------------------------------------|
| % OF TIME      |        | COMPLETE CURRENT AND                | ACCURATE STATEMENT OF POSITION                                                 | ESSENTI                               | AL FUNCTIONS (Continued)                                                               |
| 20%            | 3.     | Security (IDES) and pa              | artner agencies. Assists or registers                                          | job see                               | Illinois Department of Employment ekers and employers using the IL Labor               |
|                | l      | Exchange system. As                 | sesses, researches and selects clie                                            | ent skills                            | ; refers clients to training programs or                                               |
|                |        | employers and hiring f              | airs for job interviews; selects suital                                        | ble job d                             | ppenings as listed in the IL Labor                                                     |
|                | 1      | Exchange system for a               | applicants requiring services availat                                          | ole throu                             | igh computer programs and contacts                                                     |
|                | į      | employers; trains clien             | its to use and interpret self-assessm                                          | nent voc                              | ational exploration tools; provides                                                    |
|                |        |                                     |                                                                                |                                       | bs and job interview procedures; follows                                               |
|                |        |                                     | ns or job orders for employers reque<br>additional referrals; verifies and rec |                                       | ervice from IDES to determine status of                                                |
|                |        | opportunities: assists              | with the planning, recruitment, and e                                          | orus pia                              | n of hiring fairs. Coaches both                                                        |
|                |        |                                     | vers in the use of self-service of the                                         |                                       |                                                                                        |
|                |        |                                     | for assigned worksites within the se                                           |                                       |                                                                                        |
|                |        |                                     |                                                                                |                                       | nguage to assist clients who request or                                                |
|                |        | need interpretive servi             | ces.                                                                           |                                       |                                                                                        |
|                |        |                                     |                                                                                |                                       |                                                                                        |
| 10%            | 4.     |                                     | and nonmonetary benefit claim issu                                             |                                       |                                                                                        |
|                |        |                                     | nued claims; investigates, researche                                           |                                       |                                                                                        |
|                |        |                                     |                                                                                |                                       | d accepts appeals. As directed, performs a other than the primary assigned office.     |
|                |        | these duties for assign             | ied worksites within the service deli                                          | very are                              | a other than the primary assigned office.                                              |
| 10%            | 5.     | Advises clients on wor              | k attitudes, habits, relationships and                                         | d attire a                            | as related to a specific job referral; refers                                          |
|                |        |                                     |                                                                                |                                       | eds to relevant office or partner staff.                                               |
|                |        |                                     |                                                                                |                                       | . Assists clients with registration and                                                |
|                |        |                                     |                                                                                |                                       | r all relevant IDES automated data files;                                              |
|                |        |                                     |                                                                                | ties for a                            | ssigned worksites within the service                                                   |
|                |        | delivery area other tha             | in the primary assigned office.                                                |                                       |                                                                                        |
| 05%            | 6.     | Establishes and maint               | ains activity reports to demonstrate                                           | work ac                               | ctivity and detail time charging.                                                      |
| 0070           |        |                                     |                                                                                |                                       |                                                                                        |
| 05%            | 7.     | Performs other duties               | as required or assigned which are r                                            | easona                                | bly within the scope of the duties                                                     |
|                |        | enumerated above.                   | · · ·                                                                          |                                       |                                                                                        |
|                |        |                                     | MEDIATE SUPERVISOR (Responsible                                                |                                       | ining and reviewing work, preparing,<br>g disciplinary action and adjusting grievances |
| for the inc    | umb    | ent of this position.)              | idations, enectively recommending and                                          | mposing                               | g disciplinary action and adjusting grievances                                         |
|                |        |                                     |                                                                                | WORK                                  | ING TITLE (IF ANY)                                                                     |
|                |        |                                     | visor 13600-44-55-104-10-01                                                    |                                       |                                                                                        |
| 18. CHECK TH   | HE A   | PPROPRIATE BOX IF TH                | IS POSITION IS A:                                                              |                                       |                                                                                        |
| ☐ SUPE         | RVIS   | OR OR TLEAD                         | WORKER                                                                         |                                       |                                                                                        |
|                |        | OK OK LILEAD                        | WORKER                                                                         |                                       |                                                                                        |
|                |        |                                     | sponsibilities <u>must</u> be described in a                                   | detailed                              | duty statement(s) with a                                                               |
|                |        | percentage(s) allotted.             | AiAla maaiti am muushan anal muushan af a                                      | مماليم مايي                           | to the same books are as who sales of five days.                                       |
| headcoun       |        | iecked above, list position         | title, position number, and number of s                                        | ubordina                              | te incumbents of authorized funded                                                     |
|                |        | sition Title                        | Position Number                                                                |                                       | No. of Incumbents or Funded Vacancies                                                  |
| N/A            |        | JAION THUO                          | 1 comon rannoci                                                                | · · · · · · · · · · · · · · · · · · · | 140. Of mountained to 1 unded vacancies                                                |
| 19. SPECIAL    | IZED   | KNOWLEDGES, SKILLS                  | , ABILITIES, LICENSURE OR CERTIFI                                              | CATION                                | NECESSARY FOR THE SUCCESSFUL                                                           |
| PERFORI        | MAN    | CE OF THE WORK OF TH                | IS POSITION. NOTE: SINCE THERE                                                 | ARE NO                                | DW SEVERAL OPTIONS OF SKILLS AND                                                       |
|                |        | D LICENSURE OR CERT<br>GER BE USED. | IFICATION IDENTIFIED ON STANDAL                                                | RDS, TH                               | E PHRASE "SAME AS SPECIFICATION"                                                       |
|                |        |                                     | evelopment equivalent to four years                                            | college                               | with academic background in                                                            |
|                |        |                                     |                                                                                |                                       | experience as a department intermittent                                                |
| staff member   | and    | l a minimum of two year             | rs college credits completed with pa                                           | ıssing gı                             | rades in social/behavioral sciences or                                                 |
|                |        |                                     |                                                                                |                                       | er; or qualifying state employees, in the                                              |
| i ampiayaa lin | 114/25 | a Mobility Drogram may              | complete combinations of chacific                                              | nroficia                              | say tacta and training programs loading                                                |



| 1. POSITION TIT                   | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| 16. (CONTINUE                       |             |                                                                                                                                      |                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |
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| % OF TIME                           | 16.         |                                                                                                                                      | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                           |
| 20%                                 | 3.          | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client       | artner agencies. Assists or registers<br>sesses, researches and selects clie<br>airs for job interviews; selects suital<br>applicants requiring services available<br>ts to use and interpret self-assessm                        | d by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts nent vocational exploration tools; provides                                           |
|                                     |             | up on training program<br>referrals and need for a<br>opportunities; assists w<br>applicants and employe<br>performs these duties to | is or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and ears in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp | lected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary eanish language to assist clients who request or |
| 10%                                 | 4.          | routine, initial or contin written determinations;                                                                                   | ued claims; investigates, researche<br>conducts reconsidered determinat                                                                                                                                                           | ues, providing eligibility determinations for es, and explains case disposition; provides cions and accepts appeals. As directed, performs very area other than the primary assigned office.                                                                                                                              |
| 10%                                 | 5.          | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                  | plex or specialized issues and/or se<br>workshops to enhance client emplor<br>from file construction and mainten                                                                                                                  | d attire as related to a specific job referral; refers rivice needs to relevant office or partner staff. oyability. Assists clients with registration and lance for all relevant IDES automated data files; ties for assigned worksites within the service                                                                |
| 05%                                 | 6.          | Establishes and mainta                                                                                                               | ains activity reports to demonstrate                                                                                                                                                                                              | work activity and detail time charging.                                                                                                                                                                                                                                                                                   |
| 05%                                 |             | enumerated above.                                                                                                                    |                                                                                                                                                                                                                                   | reasonably within the scope of the duties                                                                                                                                                                                                                                                                                 |
| conducting                          | g and       |                                                                                                                                      |                                                                                                                                                                                                                                   | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                        |
|                                     |             |                                                                                                                                      |                                                                                                                                                                                                                                   | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                    |
| Employment                          | Sec         | curity Field Office Superv                                                                                                           | visor 13600-44-55-106-20-01                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                           |
| 18. CHECK TI                        | HE A        | PPROPRIATE BOX IF THI                                                                                                                | IS POSITION IS A:                                                                                                                                                                                                                 | <b>1</b> —…                                                                                                                                                                                                                                                                                                               |
| ☐ SUPE                              | RVIS        | SOR OR LEAD V                                                                                                                        | VORKER                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                           |
| ti                                  | me p        | percentage(s) allotted.                                                                                                              | sponsibilities <u>must</u> be described in a                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                           |
| If a box w<br>headcoun              |             | necked above, list position                                                                                                          | title, position number, and number of se                                                                                                                                                                                          | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                |
| neadcoun                            |             | sition Title                                                                                                                         | Position Number                                                                                                                                                                                                                   | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                     |
| N/A                                 | - 0         | sidon ride                                                                                                                           | r ositor rumber                                                                                                                                                                                                                   | 140. Of incumberits of Funded Vacancies                                                                                                                                                                                                                                                                                   |
| 19. SPECIAL<br>PERFORI<br>ABILITIES | MAN<br>S AN | CE OF THE WORK OF TH                                                                                                                 | IIS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                   | ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                        |
|                                     |             |                                                                                                                                      |                                                                                                                                                                                                                                   | s college with academic background in                                                                                                                                                                                                                                                                                     |
|                                     |             |                                                                                                                                      |                                                                                                                                                                                                                                   | ours) of experience as a department intermittent                                                                                                                                                                                                                                                                          |
|                                     |             |                                                                                                                                      |                                                                                                                                                                                                                                   | assing grades in social/behavioral sciences or free member: or qualifying state employees, in the                                                                                                                                                                                                                         |



| Registrated Present   Program Representative   29   SS   13650-44-55-108-31-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Picture   Pict   | 1. 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| Employment Security  7. AGENCY  7. ABUREAU DIVISION  8. ASSERVING  8. AUTHORITHM AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  9. OF TIME  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  17. AUTHORITHM AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  18. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  19. OF TIME  19. OF TIME  10. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  10. OF TIME  10. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  10. OF TIME  10. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  10. OF TIME  10. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  10. OF TIME  10. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  10. OF TIME  10. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL PUNCTIONS  10. OF TIME  10. 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| Service Delivery/Field Operations   Service Delivery/Field Operations   O 072 Y R                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 3. 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EARGAINING/TERM CODE   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Pooria Local Office   Northwest Region / Pooria Local Office   Service Unit II   Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Northwest Region / Nor   |                      | // OSCINCIANC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u> </u>                                                                                                                                                                    | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                 | 5. 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WORK<br>COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                     | 8.AUDIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 9. OFFICE<br>USE                                                                                    |
| IL Department of Employment Security   Service Delivery Field Operations   11. UNIT   10. SECTION   11. EFFECTIVE DATE   11. UNIT   10. SECTION   12. EFFECTIVE DATE   12. TRANSACTION   13. EFFECTIVE DATE   14. WORK LOCATION   15. BARGAINING/TERM CODE   Ruting Position   16. WORK LOCATION   15. BARGAINING/TERM CODE   Ruting Position   16. WORK LOCATION   15. BARGAINING/TERM CODE   Ruting Position   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SECRETARY ADDITIONAL IDENTICAL CHANGE   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SESSITIAL FUNCTIONS   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SESSITIAL FUNCTIONS   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SESSITIAL FUNCTIONS   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SESSITIAL FUNCTIONS   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SESSITIAL FUNCTIONS   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION SESSITIAL FUNCTIONS   16. 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WORK LOCATION  15. BARGAINING/TERM CODE  15. BARGAINING/TERM CODE  16. COMPLETE CURRENT AND A CURRATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Work COCATION  16. COMPLETE CURRENT AND A CURRATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment, conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services no available; plot openings for applicants, provides referrals, placement and follow-up services on available; plot openings for applicants provides referrals, placement and follow-up services on available; plot openings for applicants provides referrals, placement and follow-up services on available; plot openings for applicants provides referrals, placement and follow-up services on available; plot openings for applicants provides referrals, placement and follow-up services on available; plot openings for applicants for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients with orequest or need interpretive services:  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conductary provides information on available is obtaining and/or educational programs, provides information on available is obtaining and/or educational programs, provides information on the use of the IL Labor Exchange system, determines relevant services for the appli |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                             |               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As<br>per than                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ent of<br>g but<br>the                                                                              |
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                                               | CMS <sub>7</sub> 104 (Rev. 10/94) IL 401-0794                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| % OF TIME    | 16.    | COMPLETE CURRENT AND                             | ACCURATE STATEMENT OF POSITION               | ESSENTI      | AL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------|--------|--------------------------------------------------|----------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20%          | 3.     | Assists clients with vari                        | ious programs and services offered           | by the       | Illinois Department of Employment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|              |        | Security (IDES) and pa                           | artner agencies. Assists or registers        | job see      | ekers and employers using the IL Labor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| •            |        | Exchange system. Ass                             | sesses, researches and selects clie          | nt skills    | ; refers clients to training programs or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <br>         | 1      |                                                  | airs for job interviews; selects suitat      |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        |                                                  |                                              |              | igh computer programs and contacts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|              |        |                                                  | ts to use and interpret self-assessm         |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        |                                                  |                                              |              | bs and job interview procedures; follows ervice from IDES to determine status of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|              |        |                                                  | additional referrals; verifies and rec       |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| }            |        |                                                  | with the planning, recruitment, and e        |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        |                                                  | ers in the use of self-service of the        |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| ļ            |        | performs these duties f                          | for assigned worksites within the se         | rvice de     | elivery area other than the primary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|              | Ì      |                                                  |                                              |              | inguage to assist clients who request or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|              | ł      | need interpretive service                        | ces.                                         |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              | l .    |                                                  |                                              |              | the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s |
| 10%          | 4.     |                                                  | and nonmonetary benefit claim issu           |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        | routine, initial or continu                      | ued ciaims, investigates, researche          | ione and     | explains case disposition; provides discepts appeals. As directed, performs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|              |        | these duties for assign                          | ed worksites within the service deliv        | verv are     | ea other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|              |        | these duties for assign                          | ed worksites within the service denv         | very are     | a other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10%          | 5.     | Advises clients on work                          | k attitudes, habits, relationships and       | dattire a    | as related to a specific job referral; refers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|              |        |                                                  |                                              |              | eds to relevant office or partner staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|              |        | Conducts employment                              | workshops to enhance client emplo            | oyability    | . Assists clients with registration and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|              | 1      |                                                  |                                              |              | r all relevant IDES automated data files;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|              |        |                                                  |                                              | ies for a    | assigned worksites within the service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|              |        | delivery area other than                         | n the primary assigned office.               |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 05%          | 6.     | Establishes and mainta                           | ains activity reports to demonstrate         | work ac      | ctivity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 0.50         | _      | <b>5</b> 6                                       |                                              |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 05%          | /.     | Performs other duties a enumerated above.        | as required or assigned which are re         | easona       | bly within the scope of the duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 17. POSITION | TIT V  |                                                  | MEDIATE SUPERVISOR (Responsible              | for assig    | ning and reviewing work, preparing,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| conducting   | g and  | d signing performance evalent of this position.) | uations; effectively recommending and        | imposin      | g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|              |        |                                                  |                                              | WORK         | ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Employment   | Sec    | urity Field Office Superv                        | risor 13600-44-55-108-30-01                  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        | PPROPRIATE BOX IF THI                            |                                              |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              | D) ((C |                                                  | WORKER                                       |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| SUPE         | KVIS   | SOR OR LEAD V                                    | VORKER                                       |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        |                                                  | sponsibilities <u>must</u> be described in a | detailed     | d duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|              |        | percentage(s) allotted.                          | \$141                                        | ۔ حالت ۔ حال | As income and as a subbasined founded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| headcour     |        | necked above, list position                      | title, position number, and number of su     | Buinion      | tle incumbents of authorized lunded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|              |        | sition Title                                     | Position Number                              |              | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| N/A          |        |                                                  |                                              |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              |        |                                                  |                                              |              | NECESSARY FOR THE SUCCESSFUL  OW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|              |        |                                                  |                                              |              | E PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|              |        | GER BE USED.                                     |                                              |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Requires kno | owle   | dge, skills and mental de                        | evelopment equivalent to four years          | college      | e with academic background in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|              |        |                                                  |                                              |              | experience as a department intermittent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|              |        |                                                  |                                              |              | rades in social/behavioral sciences or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|              |        |                                                  |                                              |              | er; or qualifying state employees, in the ncy tests and training programs leading                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|              |        |                                                  |                                              |              | e Unemployment Insurance (UI) Act                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|              |        |                                                  |                                              |              | mployment service needs. Requires the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|              |        |                                                  |                                              |              | tive work search plan for clients and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|              |        |                                                  |                                              |              | pertinent information for the determination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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

conjunction with Spanish speaking clients.

16. (CONTINUED)

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

| 1. POSITION TIT                    | <u> </u>                                                                                                                                                                                                                      | I WODI                                                                                                                                                          | (ING TITLE (IF ANY)                                                                                                                                                     | BILINGUAL                                                                                                                                                                                                                                                                                                                                                                                                                  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| MS-104 (Rev. 10/9<br>D) Stoul      | 39  <br>04 18/20 Shew?<br>18/20 Shew?                                                                                                                                                                                         | PANCE TO BY                                                                                                                                                     | SEP 0 2 2020                                                                                                                                                            | <u>J</u>                                                                                                                                                                                                                                                                                                                                                                                                              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| 16. (CONTINUE        | D)                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| % OF TIME            |                      | COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | NESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 20%                  | 3.                   | Assists clients with various programs and services offere Security (IDES) and partner agencies. Assists or register Exchange system. Assesses, researches and selects cliemployers and hiring fairs for job interviews; selects suita Exchange system for applicants requiring services availatemployers; trains clients to use and interpret self-assessical clients with information regarding training programs or setup on training programs or job orders for employers requireferrals and need for additional referrals; verifies and recopportunities; assists with the planning, recruitment, and applicants and employers in the use of self-service of the performs these duties for assigned worksites within the sassigned office. Travels to fairs and worksites. Utilizes Spineed interpretive services. | rs job seekers and employers using the IL Labor lient skills; refers clients to training programs or able job openings as listed in the IL Labor able through computer programs and contacts ament vocational exploration tools; provides elected jobs and job interview procedures; follows lesting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both at IL Labor Exchange System. As directed, service delivery area other than the primary |
| 10%                  | 4.                   | Adjudicates monetary and nonmonetary benefit claim iss routine, initial or continued claims; investigates, research written determinations; conducts reconsidered determinathese duties for assigned worksites within the service del                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | nes, and explains case disposition; provides ations and accepts appeals. As directed, performs                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10%                  | 5.                   | Advises clients on work attitudes, habits, relationships an clients with more complex or specialized issues and/or se Conducts employment workshops to enhance client emp claims; processes data from file construction and mainter extracts and utilizes data. As directed, performs these dudelivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ervice needs to relevant office or partner staff.  bloyability. Assists clients with registration and nance for all relevant IDES automated data files;                                                                                                                                                                                                                                                                                                                                                                  |
| 05%                  | 6.                   | Establishes and maintains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | e work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 05%                  |                      | Performs other duties as required or assigned which are enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| conductin            | g an                 | LE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible d signing performance evaluations; effectively recommending and ent of this position.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                      |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Employment           | Sec                  | curity Field Office Supervisor 13600-44-55-108-60-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ***                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 18. CHECK TH         | HE A                 | PPROPRIATE BOX IF THIS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| ☐ SUPER              | RVIS                 | OR OR □ LEAD WORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| tii                  | <b>me p</b><br>as cl | visory or lead worker responsibilities <u>must</u> be described in a percentage(s) allotted. necked above, list position title, position number, and number of s                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                      | Pos                  | sition Title Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| N/A                  | 7                    | INDIAN EDGES CIVILES ADJUTES LIGHTING OF SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | LOATION NECESSARY FOR THE OLIGOPOSE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| PERFORM<br>ABILITIES | ANC<br>AN            | KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFI<br>DE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE<br>ID LICENSURE OR CERTIFICATION IDENTIFIED ON STANDAI<br>GER BE USED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ARE NOW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Requires kno         | owle                 | dge, skills and mental development equivalent to four year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |



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

| Existing Position                                 | TLE                                                                                                                                                                                                                                                                                                                        | WOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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As<br>er than the      | or the in olan ea need                          |

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

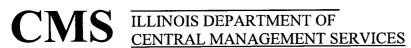
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION"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



| 1. POSITION TIT                                   | LE                                                                                                                                                                                                  | WOR                                                                                                                                              | KING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | BILINGUAL                                                                                                                                                         | POSITIO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ON TITLE<br>ON CODE                                                                                                                              | 2. 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| 3. Assists clients with various programs and services offered by the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinois Departs of the Illinoi   | 16. (CONTINUE |            |                             |                                         |                                                        |
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| Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements, as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  10%  4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition, provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  10%  5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with megistration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the se | % OF TIME     |            |                             |                                         |                                                        |
| Excharige system. Assesses, researches and selects client skills, refers clients to training programs or employers and hiring fairs for job interviews, selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals, verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts peak. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file constru | 20%           | 3.         | Assists clients with va     | rious programs and services offere      | ed by the Illinois Department of Employment            |
| employers and hining fairs for job interviews, selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals, verifies and records placements, as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hirings. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these dulies for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  10%  4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these dulies for assigned worksites within the service delivery area other than the primary assigned office.  5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance cleint employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primar |               | l          | Security (IDES) and p       | artner agencies. Assists or register    | rs job seekers and employers using the IL Labor        |
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| N/A  19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | headcoun      | ıt:        |                             | ····                                    |                                                        |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |               | Pos        | ition Title                 | Position Number                         | No. of Incumbents or Funded Vacancies                  |
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| DEDECTIONS OF THE THE INCIDENCE INCIDENCE INCIDENCE AND ADDRESS OF AND ADDRESS OF AND ADDRESS OF AND ADDRESS OF AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |               |            |                             |                                         |                                                        |

9. 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.



| 10. SECTION  Existing Position  New/Revised Position  Lombard Call Ce  14. 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TRANCODE    MACODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE  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MCCODE   MCCODE   MCCODE   MCCODE   MCCOD | JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  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02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02 | Z2019  E ANGE CHANGE E ATION DN  rance yment ent; gs for ograms; ervice ms ffice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    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| 10. SECTION  Existing Position  New/Revised Position  Lombard Call Ce  14. WORK LOCATION  Existing Position  New/Revised Position  Lombard, IL  % OF TIME  16  units of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the position of the po | enter - Section A  ON  6. COMPLETE CURR Inder general super nd Wagner-Peyser nsurance benefits, ir onducts benefit righ onseparation benef pplicants, provides pads and extracts cla eeds to relevant offinese duties for assignavels to fairs and v                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | RENT AND A vision, for a service nee ncluding bu its interview it claim issu referrals, pl laims data u ice or partn aned works          | Service Unit A-1  15. BARGAINING/T  RC  ACCURATE STATE an assigned area eds. Provides ser it not limited to in vs; provides orier ues. Using the IL lacement and fol using automated her staff; establish sites within the se                            | ERM CODE  D62  MENT OF P  assesses a vices relate terstate, militation and colling terms and colling terms are seen and main rvice deliver                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | OSITION E and addred to the prictary and colarifies elimange sysces on avfers client ntains act                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 12. TRANCODE    MACODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   MCCODE   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JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION  JUSACTION   | BLISH PT COD ION NU IFY TIONAL I COUNTISH COUNTISH RAL REJ RONS DIOYMO S for L de rea udica or trai cues a recteo ry ass                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02/16/ 02 | Z2019  E ANGE CHANGE E ATION DN  rance yment ent; gs for ograms; ervice ms ffice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| New/Revised Position Lombard Call Ce  14. WORK LOCATION Existing Position Lombard, IL % OF TIME  16  17  18  19  19  10  10  11  11  11  11  12  13  14  15  15  16  16  16  16  17  18  18  18  18  18  18  18  18  18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 6. 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| DIRECTOR OF CMS  MS-104 (Rev. 40/94)4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | complex and spe<br>Employment Sec<br>not limited to the<br>directed, perforn<br>primary assigned                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ices.  ons related the cial claims curity (IDES ellinois Berns these du doffice.                                                         | to receipt, review<br>s on benefit entitle<br>S). 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| 16. (CONTINUE                    | D)                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| % OF TIME                        | 16.                 | COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 20%                              | 3.                  | Assists clients with various programs and services offered Security (IDES) and partner agencies. Assists or registers Exchange system. Assesses, researches and selects clie employers and hiring fairs for job interviews; selects suitate Exchange system for applicants requiring services available employers; trains clients to use and interpret self-assessmiclients with information regarding training programs or seleup on training programs or job orders for employers requereferrals and need for additional referrals; verifies and recomportunities; assists with the planning, recruitment, and eapplicants and employers in the use of self-service of the performs these duties for assigned worksites within the seassigned office. Travels to fairs and worksites. Utilizes Spaneed interpretive services. | job seekers and employers using the IL Labor int skills; refers clients to training programs or ble job openings as listed in the IL Labor ble through computer programs and contacts ment vocational exploration tools; provides exted jobs and job interview procedures; follows esting service from IDES to determine status of pords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, envice delivery area other than the primary |
| 10%                              | 4.                  | Adjudicates monetary and nonmonetary benefit claim issurroutine, initial or continued claims; investigates, researche written determinations; conducts reconsidered determinations these duties for assigned worksites within the service delivered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | s, and explains case disposition; provides ions and accepts appeals. As directed, performs                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10%                              | 5.                  | Advises clients on work attitudes, habits, relationships and clients with more complex or specialized issues and/or set Conducts employment workshops to enhance client employerams; processes data from file construction and maintenextracts and utilizes data. As directed, performs these dutidelivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | rvice needs to relevant office or partner staff.  byability. Assists clients with registration and ance for all relevant IDES automated data files;                                                                                                                                                                                                                                                                                                                                                       |
| 05%                              | 6.                  | Establishes and maintains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 05%                              |                     | Performs other duties as required or assigned which are renumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| conducting                       | g and               | LE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible disigning performance evaluations; effectively recommending and ent of this position.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                  |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Employment                       | Sec                 | urity Field Office Supervisor 13600-44-60-101-10-01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                  |                     | PPROPRIATE BOX IF THIS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| ☐ SUPEI                          |                     | <u>_</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| ti                               | me p<br>as cl<br>t: | rvisory or lead worker responsibilities <u>must</u> be described in a percentage(s) allotted. necked above, list position title, position number, and number of so                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                  | Pos                 | sition Title Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| N/A                              |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| PERFORI<br>ABILITIES<br>CAN NO I | MAN<br>S AN<br>LON  | NOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ID LICENSURE OR CERTIFICATION IDENTIFIED ON STANDAMERS BE USED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                             |
| social/behavi<br>staff member    | oral<br>and         | dge, skills and mental development equivalent to four years sciences or business; or requires two years (3,000 work he a minimum of two years college credits completed with payears (6,000 work hours) as a department intermittent staff years (6,000 work hours) as a department intermittent staff years (6,000 work hours).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ours) of experience as a department intermittent ssing grades in social/behavioral sciences or                                                                                                                                                                                                                                                                                                                                                                                                            |



| Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround Period   Numbround P   | The Number of Particle   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Properties   Prop   | 1. 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POS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | TION NU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | MBER                                                               |                                                                                     |                                |  |
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|
| 3. AGENCY  4. BURRAU DIVISION  Service Delivery/ Call Center Operations  Service Delivery/ Field Operations  0. 0. 02.2  V. R.  11. Department of Employment Security  12. Invalidation of Service Unit A-1  Combard Call Center - Section A  NewTeward Featon  Call Center Operations/Lombard Call Ctr Section A  Service Unit A-1  14. WORK LOCATION  15. BARGAINING/TERM CODE  Service Unit A-1  14. WORK LOCATION  15. BARGAINING/TERM CODE  Service Unit A-1  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance benefits, including but not limited to interstate, military and other federal or travel are read using automated systems; refers clients with complex issues and/or service needs for repart staff, establishes and maintains activity reports. As directed, performs these dulies for assigned worksites within the service delivery area other than the primary assigned of interstate, military and other federal or travel to fairs and worksites. Utilizes Polish language to assist clients who requests or needs from the services.  25%  1. Assesses and addresses client Unemployment Insurance benefits, including out of the federal or travel to fairs and worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights inter    | 3. AGENCY  4. BUREAU DIVISION Service Delivery/ Call Center Operations  Service Delivery/ Field Operations  0. 0.22 Y R  11. Department of Employment Security Service Delivery/ Field Operations  10. 0.022 Y R  11. UNIT  11. UNIT  12. INNINGACTION 11. UNIT  12. INNINGACTION 12. INNINGACTION 13. BARGAININGTERM CODE  14. WORK LOCATION 15. BARGAININGTERM CODE  15. BARGAININGTERM CODE  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  17. Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews: provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claims issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or services needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance darrows and nonmonatery eligibility and discern employment hi | Employment \$        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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| Service Delivery/ Call Center Operations   Delivery   Recommendation   Delivery   Recommendation   Delivery   Recommendation   Delivery   Recommendation   Delivery   Recommendation   Delivery   Recommendation   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   Delivery   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BUREAU/ DIVISION                                                                                                                                                                                                                      | 1                                                                                                  |                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 7. A/I<br>AUTH                                                     | 8,AUDIT                                                                             | 9. OFFICE<br>USE               |  |
| Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated Providers   Indicated   Indicated Providers   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   Indicated   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| Call Center - Section A   Service Unit A-1   Margine   STABLISH   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern   Modern    | Compared Call Center - Section A   Call Center - Section A   Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Operation Center Op   |                      | t of Employment Secur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ity                                                                                                            |                                                                                                                                                                                                                                          | - 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| Lombard Call Center - Section A   Service Unit A-1     Mad21 ESTABLISH   Mc022 EXEMPT CODE CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER CHANGE   Mc024 POSITION NUMBER    | Lombard Call Center - 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WORK LOCATION  15. BARGAINING/TERM CODE  15. BARGAINING/TERM CODE  15. BARGAINING/TERM CODE  16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment, conducts benefit sights interviews; provides orientation and variable sign or saving provides referred worksites within the service delivery area other than the primary assigned office.  15%  16. Assesses and addresses client System, determines and wagner-Peyser service needs. Provides service refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. 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| 15. BARGAINING/TERM CODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 15. 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| RC062   N                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              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| RC062   N   MC18 LATERAL REALLOCATION   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 UNIVERSITY   MC18 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| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS   Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. 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Utilizes Polish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment, assists in the formation of work search action plan and reviews for compliance, explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assig | Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance, explains client rights and responsibilities as the |                      | 16. COMPLETE CURR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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| use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.  25%  2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  DIRECTOR OF CMS SIGNATURE  IMMEDIATE-SUPERVISOR SIGNATURE  IMMEDIATE-SUPERVISOR SIGNATURE  AGENCY HEAD SIGNATURE  DATE  103/2/2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.  2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  DIRECTOR OF CMS SIGNATURE  IMMEDIATE-SUPERVISOR SIGNATURE  AGENCY HEAD SIGNATURE  DATE  103/22/2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 25%                  | insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                   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As dire other than the pri interpretive service.  2. 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Ins related recial claims curity (IDE: Illinois Beas these do | ge system, determin<br>facilitate reemployme<br>e; explains client righ<br>forms these duties fo<br>gned office. Utilizes<br>to receipt, review, en<br>s on benefit entitlements.<br>S). Loads and extraction Systemetit Information Sys | nes relevantent; assisted and rester assigne Polish Ianentry, analyent progracts claims stem (IBIS | nt services f<br>s in the form<br>sponsibilities<br>d worksites<br>guage to as<br>sis and reso<br>ms adminis<br>data using<br>), Illinois Jo | or the anation of as the within the sist clies of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of t | ipplican  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  If work s  I | t and<br>earch<br>to be<br>ce de<br>requ<br>es of<br>nois E<br>ems | coaches a action enefits elivery an est or ne routine, Department including Tax. As | e in plan rea eed ent of g but |  |
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    |                                |  |

| % OF TIME    | 16.                                          | COMPLETE CURRENT AND        | ACCURATE STATEMENT OF POSITION I             | ESSENTI                                 | AL FUNCTIONS (Continued)                                                     |
|--------------|----------------------------------------------|-----------------------------|----------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------|
| 20%          | 3.                                           | Assists clients with var    | ious programs and services offered           | by the                                  | Illinois Department of Employment                                            |
| 2070         | J .                                          | Security (IDES) and pa      | ertner agencies. Assists or registers        | iob see                                 | kers and employers using the IL Labor                                        |
|              |                                              | Exchange system Ass         | sesses researches and selects clie           | nt skills                               | refers clients to training programs or                                       |
|              | •                                            |                             | airs for job interviews; selects suitat      |                                         |                                                                              |
|              |                                              | Exchange system for a       | applicants requiring services availab        | le throu                                | gh computer programs and contacts                                            |
|              | 1                                            |                             | ts to use and interpret self-assessm         |                                         |                                                                              |
|              |                                              | clients with information    | regarding training programs or sele          | ont voo                                 | bs and job interview procedures; follows                                     |
|              |                                              |                             |                                              |                                         | rvice from IDES to determine status of                                       |
| 1            | 1                                            |                             | additional referrals; verifies and rec       |                                         |                                                                              |
|              |                                              |                             | vith the planning, recruitment, and e        |                                         |                                                                              |
|              |                                              |                             | ers in the use of self-service of the        |                                         |                                                                              |
|              |                                              |                             | for assigned worksites within the se         |                                         |                                                                              |
|              |                                              |                             |                                              |                                         | juage to assist clients who request or                                       |
|              |                                              | •                           |                                              | iisii iarig                             | juage to assist clients who request of                                       |
|              |                                              | need interpretive service   | ces.                                         |                                         |                                                                              |
| 400/         |                                              | A dividir atau managatam.   |                                              |                                         | iding aliaihilib, datauminatiana far                                         |
| 10%          | 4.                                           |                             | and nonmonetary benefit claim issu           |                                         |                                                                              |
|              |                                              |                             | ued claims; investigates, researche          |                                         |                                                                              |
|              |                                              |                             |                                              |                                         | accepts appeals. As directed, performs                                       |
|              |                                              | these duties for assign     | ed worksites within the service deliv        | very are                                | a other than the primary assigned office.                                    |
|              | l _                                          |                             |                                              |                                         |                                                                              |
| 10%          | 5.                                           |                             |                                              |                                         | is related to a specific job referral; refers                                |
|              |                                              |                             |                                              |                                         | eds to relevant office or partner staff.                                     |
|              |                                              |                             |                                              |                                         | . Assists clients with registration and                                      |
|              |                                              |                             |                                              |                                         | all relevant IDES automated data files;                                      |
|              |                                              |                             |                                              | ies for a                               | ssigned worksites within the service                                         |
|              |                                              | delivery area other tha     | n the primary assigned office.               |                                         |                                                                              |
|              |                                              |                             |                                              |                                         |                                                                              |
| 05%          | 6.                                           | Establishes and mainta      | ains activity reports to demonstrate         | work ac                                 | tivity and detail time charging.                                             |
| 050/         | _                                            | 5 ( " " " " "               |                                              |                                         | . C Martin da a a a a a a a de Martin da Africa                              |
| 05%          | /.                                           |                             | as required or assigned which are r          | easonai                                 | bly within the scope of the duties                                           |
| 17 DOSITION  | <u>                                     </u> | enumerated above.           | MEDIATE SUPERVISOR (Responsible              | for occio                               | ning and reviewing work propering                                            |
|              |                                              |                             |                                              |                                         | g disciplinary action and adjusting grievances                               |
|              |                                              | ent of this position.)      |                                              |                                         | , and provided the second and adjusting great and a                          |
|              |                                              |                             |                                              | WORK                                    | ING TITLE (IF ANY)                                                           |
| Employment   | 800                                          | urity Field Office Super-   | risor 13600-44-60-101-10-01                  | *************************************** |                                                                              |
|              |                                              | <u>`</u>                    |                                              |                                         |                                                                              |
| 18. CHECK II | HE A                                         | PPROPRIATE BOX IF TH        | IS POSITION IS A:                            |                                         |                                                                              |
| SUPE         | RVIS                                         | OR OR LEAD V                | VORKER                                       |                                         |                                                                              |
|              |                                              |                             | 70111211                                     |                                         |                                                                              |
| NOTE: S      | upei                                         | visory or lead worker res   | sponsibilities <u>must</u> be described in a | detailed                                | l duty statement(s) with a                                                   |
| ti           | me p                                         | ercentage(s) allotted.      |                                              |                                         |                                                                              |
|              |                                              | necked above, list position | title, position number, and number of su     | ubordina                                | te incumbents or authorized funded                                           |
| headcour     |                                              |                             |                                              |                                         |                                                                              |
|              | Pos                                          | sition Title                | Position Number                              |                                         | No. of Incumbents or Funded Vacancies                                        |
| N/A          |                                              |                             |                                              |                                         |                                                                              |
|              |                                              |                             |                                              |                                         | NECESSARY FOR THE SUCCESSFUL                                                 |
|              |                                              |                             |                                              |                                         | W SEVERAL OPTIONS OF SKILLS AND                                              |
|              |                                              | GER BE USED.                | IFICATION IDENTIFIED ON STANDAR              | KD5, 1H                                 | E PHRASE "SAME AS SPECIFICATION"                                             |
|              |                                              |                             | evelopment equivalent to four years          | college                                 | with academic background in                                                  |
|              |                                              |                             |                                              |                                         | experience as a department intermittent                                      |
|              |                                              |                             |                                              |                                         | rades in social/behavioral sciences or                                       |
|              |                                              |                             |                                              |                                         | er; or qualifying state employees, in the                                    |
|              |                                              |                             |                                              |                                         | ncy tests and training programs leading                                      |
|              |                                              |                             |                                              |                                         | e Unemployment Insurance (UI) Act                                            |
|              |                                              |                             |                                              |                                         | mployment service needs. Requires the                                        |
|              |                                              |                             |                                              |                                         | riployment service needs. Requires the live work search plan for clients and |
|              |                                              |                             |                                              |                                         | ertinent information for the determination                                   |
|              | J. 11                                        | appropriate Work scale      | i onorio, onconvery organize and ar          | idiyeu p                                | oranon information for the determination                                     |

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

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

16. (CONTINUED)

with Polish speaking clients.

| 1. POSITION TIT              | LE                                                                                                                                                                                                                                                                                           | WORKING                                                                                                                                                                                                              | TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | BILINGUAL                                                                                                                                                                       | POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ON CODE                                                                                                                                           | 2. 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| Existing Position            | <del></del>                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                      | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| New/Revised Position         |                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| % OF TIME                                                                                                                                                                                                                                          | 16.                                                                                                                                                                                                                                                                                                                                                                                                                                 | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                                 | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                               | ESSENTI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | AL FUNCTIONS (Continued)                                                                                                                                                                                                                                    |  |  |  |  |  |  |
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| 20%                                                                                                                                                                                                                                                | 3.                                                                                                                                                                                                                                                                                                                                                                                                                                  | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training programs<br>referrals and need for a<br>opportunities; assists w<br>applicants and employe<br>performs these duties for | rtner agencies. Assists or registers sesses, researches and selects clie sirs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessming regarding training programs or selects or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and evers in the use of self-service of the loor assigned worksites within the select to fairs and worksites. Utilizes Spare | job see nt skills ole job ole throusent vocected jo sting see ords plack execution IL Laboration de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle de la controle | igh computer programs and contacts attional exploration tools; provides bs and job interview procedures; follows ervice from IDES to determine status of accements; as directed, solicits job of hiring fairs. Coaches both r Exchange System. As directed, |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                             |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                | 5.                                                                                                                                                                                                                                                                                                                                                                                                                                  | clients with more compl<br>Conducts employment<br>claims; processes data<br>extracts and utilizes data                                                                                                                                                                                               | lex or specialized issues and/or set<br>workshops to enhance client emplo<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                                                              | vice ne<br>yability<br>ance foi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | as related to a specific job referral; refers<br>eds to relevant office or partner staff.  Assists clients with registration and<br>r all relevant IDES automated data files;<br>assigned worksites within the service                                      |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                | 6.                                                                                                                                                                                                                                                                                                                                                                                                                                  | Establishes and mainta                                                                                                                                                                                                                                                                               | ins activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                          | work ac                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | tivity and detail time charging.                                                                                                                                                                                                                            |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                | 7.                                                                                                                                                                                                                                                                                                                                                                                                                                  | Performs other duties a enumerated above.                                                                                                                                                                                                                                                            | s required or assigned which are re                                                                                                                                                                                                                                                                                                                                                                                                                                          | easonal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | oly within the scope of the duties                                                                                                                                                                                                                          |  |  |  |  |  |  |
| conducting                                                                                                                                                                                                                                         | g and                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                      | EDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ining and reviewing work, preparing,<br>g disciplinary action and adjusting grievances                                                                                                                                                                      |  |  |  |  |  |  |
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| 18. CHECK TH                                                                                                                                                                                                                                       | IE A                                                                                                                                                                                                                                                                                                                                                                                                                                | PPROPRIATE BOX IF THIS                                                                                                                                                                                                                                                                               | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                             |  |  |  |  |  |  |
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|                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                      | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                                                  | detailed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | I duty statement(s) with a                                                                                                                                                                                                                                  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     | percentage(s) allotted.                                                                                                                                                                                                                                                                              | itle position number and number of su                                                                                                                                                                                                                                                                                                                                                                                                                                        | bordina                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | te incumbents or authorized funded                                                                                                                                                                                                                          |  |  |  |  |  |  |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                             |  |  |  |  |  |  |
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| PERFORM<br>ABILITIES<br>CAN NO I                                                                                                                                                                                                                   | MANG<br>AN<br>ONO                                                                                                                                                                                                                                                                                                                                                                                                                   | CE OF THE WORK OF THE<br>D LICENSURE OR CERTI<br>GER BE USED.                                                                                                                                                                                                                                        | IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR                                                                                                                                                                                                                                                                                                                                                                                                                | ARE NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | NECESSARY FOR THE SUCCESSFUL<br>DW SEVERAL OPTIONS OF SKILLS AND<br>E PHRASE "SAME AS SPECIFICATION"                                                                                                                                                        |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                      | velopment equivalent to four years                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                             |  |  |  |  |  |  |
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|                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                             |  |  |  |  |  |  |
| business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                             |  |  |  |  |  |  |

16 (CONTINUED)



| New/Revised Position   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service Unit A-3   Service   | Semip Foundary   29   SS   13650-44-60-101-31-31                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1. 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COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 16. 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| Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provi | Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. 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As directed, performs these duties for assign |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                      | F                                                                         | RC062                                     |                                                 |                                            | N                                    | ☐ MC1                                      | 50 LATER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | RAL REA                | ALLOCATION                      | NC                     |
| and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems, refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. 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| complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.  DIRECTOR OF CMS SIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  MAR 2 8 2019  MAR 2 8 2019  MAR 2 8 2019  MAR 2 8 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                      | insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need |                                                                      |                                                                           |                                           |                                                 |                                            |                                      |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |                                 |                        |
| Thomas Chan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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                                                                                              | ·                    | complex and sp<br>Employment Se<br>not limited to the<br>directed, perforn<br>primary assigne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ecial claim<br>curity (IDE<br>Illinois Be<br>ns these d<br>d office. | s on benefit ent<br>S). Loads and<br>nefit Informatio<br>uties for assign | titlemer<br>extract<br>on Syste<br>ed wor | nt progra<br>ts claims<br>em (IBIS<br>ksites wi | ims ad<br>data (<br>b), Illino<br>ithin th | minist<br>using<br>ois Jol<br>e serv | tered by<br>automa<br>b Link (<br>vice del | y the Illir<br>ited syst<br>IJL) and<br>ivery are                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | nois D<br>ems i<br>Gen | epartmencluding Tax. As er than | ent of<br>g but<br>the |
| Janel Jane 103/22/2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | MAR 2 8 2019 (as Same 03/22/2019) 16-104 (Rey 1/0/94) 1/ 401-2794                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | DIRECTOR OF          | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | IMMEDIAT                                                             | E'SUPERVISOR:                                                             | SIGNAT                                    |                                                 |                                            |                                      |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         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                                                                                                             | I B MA                                                               | R 28 2019                                                                 |                                           | [                                               |                                            | 10.3                                 | - Ju                                       | em                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| 16. (CONTINUE                       | D)                 |                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME                           | 16.                | COMPLETE CURRENT AND                                                                                                                                                                 | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                     | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                          |
| 20%                                 | 3.                 | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training program | rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital pplicants requiring services availabes to use and interpret self-assessman regarding training programs or seles or job orders for employers reque | by the Illinois Department of Employment job seekers and employers using the IL Labor nt skills; refers clients to training programs or ble job openings as listed in the IL Labor le through computer programs and contacts tent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of |
|                                     |                    | opportunities; assists wapplicants and employed performs these duties f                                                                                                              | vith the planning, recruitment, and e<br>ers in the use of self-service of the<br>for assigned worksites within the se<br>is to fairs and worksites. Utilizes Spa                                                                                                  | ords placements; as directed, solicits job<br>execution of hiring fairs. Coaches both<br>IL Labor Exchange System. As directed,<br>rvice delivery area other than the primary<br>anish language to assist clients who request or                                                                                                                                         |
| 10%                                 | 4.                 | routine, initial or conting<br>written determinations;                                                                                                                               | ued claims; investigates, researche<br>conducts reconsidered determinati                                                                                                                                                                                           | es, providing eligibility determinations for s, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.                                                                                                                                                                                |
| 10%                                 | 5.                 | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                  | lex or specialized issues and/or set<br>workshops to enhance client emplor<br>from file construction and mainten                                                                                                                                                   | I attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service                                                                                                                 |
| 05%                                 | 6.                 | Establishes and mainta                                                                                                                                                               | ains activity reports to demonstrate                                                                                                                                                                                                                               | work activity and detail time charging.                                                                                                                                                                                                                                                                                                                                  |
| 05%                                 | 7.                 | Performs other duties a enumerated above.                                                                                                                                            | as required or assigned which are r                                                                                                                                                                                                                                | easonably within the scope of the duties                                                                                                                                                                                                                                                                                                                                 |
| conducting                          | g and              |                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                       |
|                                     |                    |                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                   |
| Employment                          | Sec                | urity Field Office Superv                                                                                                                                                            | isor 13600-44-60-101-30-01                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                          |
|                                     |                    | PPROPRIATE BOX IF TH                                                                                                                                                                 |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                          |
| ☐ SUPE                              | RVIS               | OR OR LEAD V                                                                                                                                                                         | VORKER                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                          |
|                                     |                    | visory or lead worker res<br>percentage(s) allotted.                                                                                                                                 | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                        | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                        |
| If a box w                          | as cl              | necked above, list position                                                                                                                                                          | title, position number, and number of st                                                                                                                                                                                                                           | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                               |
|                                     |                    | sition Title                                                                                                                                                                         | Position Number                                                                                                                                                                                                                                                    | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                    |
| N/A                                 |                    |                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                          |
| 19. SPECIAL<br>PERFORI<br>ABILITIES | MAN<br>S <b>AN</b> | CE OF THE WORK OF TH                                                                                                                                                                 | IIS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                    | CATION NECESSARY FOR THE SUCCESSFUL<br>ARE NOW SEVERAL OPTIONS OF SKILLS AND<br>RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                  |
|                                     |                    |                                                                                                                                                                                      | evelopment equivalent to four years                                                                                                                                                                                                                                | college with academic background in                                                                                                                                                                                                                                                                                                                                      |
| social/behav                        | ioral              | sciences or business; o                                                                                                                                                              | r requires two years (3,000 work ho                                                                                                                                                                                                                                | ours) of experience as a department intermittent                                                                                                                                                                                                                                                                                                                         |
| staff member                        | r and              | d a minimum of two year                                                                                                                                                              | s college credits completed with pa                                                                                                                                                                                                                                | ssing grades in social/behavioral sciences or                                                                                                                                                                                                                                                                                                                            |



| 1. POSITION TIT                                   | TLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | WOR                                                                                   | KING TITLE (IF ANY)                                                     | BILINGUAL                                            | POSITION TITL                          | E 2. POS                                           | ITION NU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MBER                      |                                            |                        |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------|----------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------|------------------------|
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |                                                                         |                                                      |                                        |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |                                            |                        |
| New/Revised Position<br>Employment<br>Program Rep | Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                       |                                                                         | 29                                                   | SS                                     | 13650                                              | )-44-60-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 101-4                     | 1-31                                       |                        |
| 3. AGENCY                                         | - Cochiative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1                                                                                     | 4. BUREAU/ DIVISION                                                     |                                                      |                                        | 5. EXMT<br>CODE                                    | MAD 1 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHA MC028 WORK COUNTY CHANGE MD021 ABOLISH MC149 DOWNWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION FIAL FUNCTIONS lient Unemployment Insurance and of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment ing of claims for unemployment |                           |                                            | 9. OFFICE<br>USE       |
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |                                                                         |                                                      |                                        |                                                    | O 022 Y R  2. TRANSACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                            |                        |
| New/Revised Position                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | -:4                                                                                   | Service Delivery/ F                                                     | ield Oper                                            | ations                                 | 0                                                  | 022                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Y                         | R                                          |                        |
| 10. SECTION                                       | nt of Employment Secu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | rity                                                                                  | 11. UNIT                                                                |                                                      |                                        | 12. TRAN                                           | l                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1:                        | 1                                          | /E DATE                |
| Existing Position                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |                                                                         |                                                      |                                        | CODE                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | +                         | 00/46                                      | (2010                  |
|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |                                                                         |                                                      |                                        |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | L                         | 02/16/                                     | 2019                   |
| New/Revised Position Lombard Ca                   | II Center - Section A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                       | ☐ MC022 EXEMPT CODE CHANG                                               |                                                      |                                        |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |                                            |                        |
| 14. WORK LOCA                                     | ATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                       | 15. BARGAINING/TER                                                      | M CODE                                               | Rutan<br>Exemp                         | MCC                                                | 26 CLAR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | FY                        |                                            |                        |
| Existing Position                                 | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                       |                                                                         |                                                      | İ                                      | ☐ MC                                               | 28 WORK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | COUN                      |                                            |                        |
| New/Revised Position                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |                                                                         |                                                      | <del>-  </del> -                       |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           | REALLOC                                    | ATION                  |
| Lombard, IL                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       | RC062                                                                   | 2                                                    | N                                      |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |                                            |                        |
| % OF TIME                                         | 16. COMPLETE CURF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | RENT AND                                                                              | ACCURATE STATEME                                                        | NT OF PO                                             | SITION E                               | SSENTIAL                                           | FUNCT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ONS                       |                                            |                        |
| 25%                                               | conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |                                                                                       |                                                                         |                                                      |                                        |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |                                            |                        |
| 25%                                               | complex and sp<br>Employment Se<br>not limited to the<br>directed, perforr<br>primary assigne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ons related<br>ecial claim<br>curity (IDE<br>e Illinois Be<br>ns these d<br>d office. | s on benefit entitleme<br>S). Loads and extra<br>enefit Information Sys | ent progra<br>cts claims<br>stem (IBIS<br>orksites w | ıms admir<br>data usir<br>(), Illinois | nistered b<br>ng automa<br>Job Link (<br>ervice de | y the Illi<br>ated sys<br>(IJL) and<br>livery are                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | nois D<br>tems i<br>I Gen | Departm<br>includin<br>Tax. As<br>ner than | ent of<br>g but<br>the |
| DIRECTOR OF                                       | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | IVIVIEDIA                                                                             | E-SUPERVISOR SIGNA                                                      | TONE                                                 | thon                                   | asch                                               | an                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                           |                                            |                        |
|                                                   | / // 27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1 7                                                                                   | AAR 2 e 2019                                                            |                                                      |                                        | 4-9E                                               | em                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | نۃ<br>ــــــ              | 03/                                        | 22/2019                |
| MS-104 (Rev. 18)<br>Mis Mayn                      | , 4-25-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | BY:                                                                                   | 7/AIN 2 8 2013                                                          |                                                      |                                        |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |                                            |                        |

| % OF TIME            |                                                                      |                                                                                                                                                                                                                                                                                                     | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                          |                                                                                                                                                                                                                                                    |                         |  |  |  |  |  |
|----------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--|--|--|--|--|
| 20%                  | 3.                                                                   | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training programs<br>referrals and need for a<br>opportunities; assists w<br>applicants and employed<br>performs these duties f | rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital pplicants requiring services availables to use and interpret self-assessmoregarding training programs or selects or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Spirits | job see int skills ole job cole throughent voc ected joursting secords place execution IL Laboraryice de | igh computer programs and contacts ational exploration tools; provides bs and job interview procedures; followice from IDES to determine status cements; as directed, solicits job n of hiring fairs. Coaches both r Exchange System. As directed, | or<br>s<br>lows<br>s of |  |  |  |  |  |
| 10%                  | 4.                                                                   | routine, initial or continu<br>written determinations;                                                                                                                                                                                                                                              | conducts reconsidered determinati                                                                                                                                                                                                                                                                                                                                                                                                                                      | s, and e                                                                                                 | viding eligibility determinations for<br>explains case disposition; provides<br>d accepts appeals. As directed, perfor<br>ea other than the primary assigned of                                                                                    |                         |  |  |  |  |  |
| 10%                  | 5.                                                                   | clients with more comp<br>Conducts employment<br>claims; processes data<br>extracts and utilizes da                                                                                                                                                                                                 | lex or specialized issues and/or set<br>workshops to enhance client emplo<br>from file construction and mainten                                                                                                                                                                                                                                                                                                                                                        | rvice ne<br>oyability<br>ance fo                                                                         | as related to a specific job referral; re<br>eds to relevant office or partner staff<br>. Assists clients with registration and<br>r all relevant IDES automated data fi<br>assigned worksites within the service                                  | f.<br>d<br>iles;        |  |  |  |  |  |
| 05%                  | 6.                                                                   | Establishes and mainta                                                                                                                                                                                                                                                                              | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                   | work ac                                                                                                  | ctivity and detail time charging.                                                                                                                                                                                                                  |                         |  |  |  |  |  |
| 05%                  | 7.                                                                   | Performs other duties a enumerated above.                                                                                                                                                                                                                                                           | as required or assigned which are re                                                                                                                                                                                                                                                                                                                                                                                                                                   | easonal                                                                                                  | bly within the scope of the duties                                                                                                                                                                                                                 |                         |  |  |  |  |  |
| conducting           | g and                                                                | LE AND NUMBER OF IMM                                                                                                                                                                                                                                                                                | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                          | ning and reviewing work, preparing,<br>g disciplinary action and adjusting grieva                                                                                                                                                                  | inces                   |  |  |  |  |  |
|                      | 8                                                                    | ,                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | WORK                                                                                                     | ING TITLE (IF ANY)                                                                                                                                                                                                                                 |                         |  |  |  |  |  |
| <b>Employment</b>    | Sec                                                                  | urity Field Office Superv                                                                                                                                                                                                                                                                           | isor 13600-44-60-101-40-31                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                          |                                                                                                                                                                                                                                                    |                         |  |  |  |  |  |
| 18. CHECK TI         | HE A                                                                 | PPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                               | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                          |                                                                                                                                                                                                                                                    |                         |  |  |  |  |  |
| ☐ SUPE               | RVIS                                                                 | OR OR LEAD W                                                                                                                                                                                                                                                                                        | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                          |                                                                                                                                                                                                                                                    |                         |  |  |  |  |  |
| NOTE: 6              |                                                                      |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | مادداد                                                                                                   | deligion estate me emitta) voitibe e                                                                                                                                                                                                               |                         |  |  |  |  |  |
|                      |                                                                      | visory or lead worker res<br>percentage(s) allotted.                                                                                                                                                                                                                                                | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                                            | detalled                                                                                                 | a duty statement(s) with a                                                                                                                                                                                                                         |                         |  |  |  |  |  |
| If a box w           | as cl                                                                |                                                                                                                                                                                                                                                                                                     | title, position number, and number of su                                                                                                                                                                                                                                                                                                                                                                                                                               | ubordina                                                                                                 | te incumbents or authorized funded                                                                                                                                                                                                                 |                         |  |  |  |  |  |
| headcour             |                                                                      | sition Title                                                                                                                                                                                                                                                                                        | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          | No. of Incumbents or Funded Vacano                                                                                                                                                                                                                 | cies                    |  |  |  |  |  |
| N/A                  | Position rule Position runner 140. of incumberts of runded vacancies |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          |                                                                                                                                                                                                                                                    |                         |  |  |  |  |  |
| PERFORI<br>ABILITIES | MAN<br>S <b>AN</b>                                                   | CE OF THE WORK OF TH                                                                                                                                                                                                                                                                                | IS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                                                                                                                                                                                                                         | ARE NO                                                                                                   | NECESSARY FOR THE SUCCESSFUI<br>DW SEVERAL OPTIONS OF SKILLS AI<br>E PHRASE "SAME AS SPECIFICATIO                                                                                                                                                  | ND                      |  |  |  |  |  |
|                      |                                                                      |                                                                                                                                                                                                                                                                                                     | evelopment equivalent to four years                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                          | e with academic background in<br>experience as a department intermit                                                                                                                                                                               | tort                    |  |  |  |  |  |
|                      |                                                                      |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          | rades in social/behavioral sciences o                                                                                                                                                                                                              |                         |  |  |  |  |  |
| business; or         | four                                                                 | years (6,000 work hours                                                                                                                                                                                                                                                                             | s) as a department intermittent staff                                                                                                                                                                                                                                                                                                                                                                                                                                  | membe                                                                                                    | er; or qualifying state employees, in t                                                                                                                                                                                                            | the                     |  |  |  |  |  |
|                      |                                                                      |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          | ncy tests and training programs lead                                                                                                                                                                                                               |                         |  |  |  |  |  |
|                      |                                                                      |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          | e Unemployment Insurance (UI) Act<br>mployment service needs. Requires                                                                                                                                                                             |                         |  |  |  |  |  |
|                      |                                                                      |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          | ive work search plan for clients and                                                                                                                                                                                                               |                         |  |  |  |  |  |
|                      |                                                                      |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          | pertinent information for the determin                                                                                                                                                                                                             | ation                   |  |  |  |  |  |

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

conjunction with Spanish speaking clients.

16. (CONTINUED)



| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                                                                                              | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORK        | (ING TITLE (IF ANY)   | BILINGUAL<br>CODE          | POSIT       | ION TITLE<br>ON CODE | NTITLE 2. POSITION NUMBER |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
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| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                       |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
| New/Revised Position Employment S Program Rep                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                       | 29                         |             | SS                   | 13650                     | 13650-44-60-102-11-31  5. EXMT 6. WORK COUNTY AUTH 8. AUDIT 9. OFFICUSE  0 022 Y R  12. TRANSACTION 13. EFFECTIVE DATE  0 02/16/2019  13. EFFECTIVE DATE  0 02/16/2019  14. ESTABLISH 02/16/2019  15. OFFICUSE  0 02/16/2019  16. OFFICUSE  0 02/16/2019  17. AND 13. EFFECTIVE DATE  0 02/16/2019  18. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02/16/2019  19. OFFICUSE  0 02 |         |            |                  |  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                    | resemanve                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u> </u>    | 4. BUREAU/ DIVISION   | .l                         |             |                      | 5. EXMT<br>CODE           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         | 8.AUDIT    | 9. OFFICE<br>USE |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                       |                            |             |                      |                           | MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHAN MC028 WORK COUNTY CHANGE MD021 ABOLISH MC149 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION MC158 UPWARD REALLOCATION TAL FUNCTIONS ient Unemployment Insurance rederal or trade readjustment; factors; adjudicates elects suitable job openings fo job orders or training program complex issues and/or service ports. As directed, performs in the primary assigned office. The primary assigned office or request or need interpretive response of work search action plan they pertain to benefits inthe service delivery area est clients who request or need on of all types of routine, d by the Illinois Department of comated systems including but not of all types of routine, d by the Illinois Department of comated systems including but not of all types of routine, d by the Illinois Department of comated systems including but not of all types of routine, d by the Illinois Department of comated systems including but not of all types of routine, d by the Illinois Department of comated systems including but not (IJL) and GenTax. As                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         |            |                  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             | Camina Daliyany Fi    | ald Open                   | otion       |                      |                           | 022                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \ \ \   | Ь          |                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              | t of Employment Secu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | rity        | Service Delivery/ Fi  | ela Oper                   | ations      | 5                    |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | •       |            | /F DATE          |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             | CODE                  |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | •           |                       |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | -       | 02/16      | /2019            |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             | Consider Unit D.4     | <del></del>                |             |                      | Пмл                       | 04 ECTAB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | шеп     |            |                  |  |
| Lombard Call                                                                                                                                                                                                                                                                                                                                                                                                                                 | I Center - Section B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             | Service Unit B-1      | ☐ MC022 EXEMPT CODE CHANGE |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                                                                                | ATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |             | 15. BARGAINING/TERN   | CODE                       |             | Rutan<br>Exempt      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         | MBER CH    | ANGE             |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                       |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                       |                            |             |                      |                           | 21 ABOLI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | SH      |            |                  |  |
| New/Revised Position  Lombard, IL                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             | RC062                 |                            |             | N                    | ☐ MC1                     | 50 LATER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | RAL REA | ALLOCATION | NC               |  |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                    | 16. COMPLETE CURR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ENT AND     | I<br>ACCURATE STATEME | NT OF PO                   | L<br>DSITIO | ON ESS               |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         | ALLOUATIO  | UN               |  |
| 70 O1 TIME                                                                                                                                                                                                                                                                                                                                                                                                                                   | Under general super                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | vision, for | an assigned area, as  | sesses a                   | ind ad      | dresse               | s client                  | Unemp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | loyme   | ent Insu   | rance            |  |
| 25%                                                                                                                                                                                                                                                                                                                                                                                                                                          | and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spani |             |                       |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
| complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                       |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              | CMS GGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | IMMEDIAT    | ESUPERVISOR SIGNAT    |                            |             |                      | SIGNAT                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ŧ       | '          | DATE             |  |
| l <i>[[</i>                                                                                                                                                                                                                                                                                                                                                                                                                                  | nel forde                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1 12 1      | MAR 2 o 2010          |                            |             | 100                  | -Je                       | em                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | انت     | 03/        | 22/2019          |  |
| :MS-104 (Rev. 10/1<br>MS MAY                                                                                                                                                                                                                                                                                                                                                                                                                 | 15-104 (Rev. 10/94)-16 401-0794  Whys 4-25-19  TY:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |                       |                            |             |                      |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |            |                  |  |

| 16. (CON   | TINUE                                                                                                                                                                                                                                                                                                                                                                                                                            | )<br>)      |                                                                                                               |                                                                                                                                                                |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| % OF TIM   |                                                                                                                                                                                                                                                                                                                                                                                                                                  | 16. (       | COMPLETE CURRENT AND                                                                                          | ACCURATE STATEMENT OF POSITION I                                                                                                                               | ESSENTI                                      | AL FUNCTIONS (Continued)                                                                                                                                                                                               |  |  |  |  |  |
| 20%        | ,                                                                                                                                                                                                                                                                                                                                                                                                                                | 3.          | Security (IDES) and par Exchange system. Asset                                                                | tner agencies. Assists or registers esses, researches and selects clie                                                                                         | job see<br>nt skills                         | Illinois Department of Employment<br>ekers and employers using the IL Labor<br>; refers clients to training programs or                                                                                                |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | employers and hiring fai<br>Exchange system for ap                                                            | rs for job interviews; selects suitab<br>oplicants requiring services availab                                                                                  | ole job c<br>ole throu                       | openings as listed in the IL Labor Igh computer programs and contacts                                                                                                                                                  |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | clients with information i                                                                                    | regarding training programs or sele                                                                                                                            | ected jo                                     | ational exploration tools; provides bs and job interview procedures; follows                                                                                                                                           |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | referrals and need for ac<br>opportunities, assists wi<br>applicants and employe<br>performs these duties for | dditional referrals; verifies and reco<br>th the planning, recruitment, and e<br>rs in the use of self-service of the I<br>or assigned worksites within the se | ords pla<br>executio<br>IL Labor<br>rvice de | n of hiring fairs. Coaches both<br>r Exchange System. As directed,<br>elivery area other than the primary                                                                                                              |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | need interpretive service                                                                                     | •                                                                                                                                                              | anisn ia                                     | nguage to assist clients who request or                                                                                                                                                                                |  |  |  |  |  |
| 10%        | Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |             |                                                                                                               |                                                                                                                                                                |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
| 10%        | 6                                                                                                                                                                                                                                                                                                                                                                                                                                | 5.          | clients with more comple<br>Conducts employment v<br>claims; processes data<br>extracts and utilizes data     | ex or specialized issues and/or ser<br>workshops to enhance client emplo<br>from file construction and mainten                                                 | rvice ne<br>oyability<br>ance fo             | as related to a specific job referral; refers<br>eds to relevant office or partner staff.  Assists clients with registration and<br>r all relevant IDES automated data files;<br>assigned worksites within the service |  |  |  |  |  |
| 05%        | 6                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                                                                                                               | ns activity reports to demonstrate                                                                                                                             |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
| 05%        |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | enumerated above.                                                                                             | s required or assigned which are re                                                                                                                            |                                              | <i>;</i>                                                                                                                                                                                                               |  |  |  |  |  |
| cond       | ducting                                                                                                                                                                                                                                                                                                                                                                                                                          | g and       |                                                                                                               | EDIATE SUPERVISOR (Responsible ations; effectively recommending and                                                                                            |                                              | gning and reviewing work, preparing, g disciplinary action and adjusting grievances                                                                                                                                    |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                                                                               |                                                                                                                                                                | WORK                                         | ING TITLE (IF ANY)                                                                                                                                                                                                     |  |  |  |  |  |
| Employ     | ment                                                                                                                                                                                                                                                                                                                                                                                                                             | Sec         | urity Field Office Supervis                                                                                   | sor 13600-44-60-102-10-01                                                                                                                                      |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
| 18. CHE    | CK TH                                                                                                                                                                                                                                                                                                                                                                                                                            | IE A        | PPROPRIATE BOX IF THIS                                                                                        | POSITION IS A:                                                                                                                                                 |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
|            | SUPER                                                                                                                                                                                                                                                                                                                                                                                                                            | RVIS        | OR OR □ LEAD W                                                                                                | ORKER                                                                                                                                                          |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
| NO         |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                                                                               | oonsibilities <u>must</u> be described in a                                                                                                                    | detailed                                     | d duty statement(s) with a                                                                                                                                                                                             |  |  |  |  |  |
| lf a       |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | ercentage(s) allotted.                                                                                        | tle position number and number of su                                                                                                                           | ubordina                                     | to incumbants or authorized funded                                                                                                                                                                                     |  |  |  |  |  |
|            | If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:                                                                                                                                                                                                                                                                                           |             |                                                                                                               |                                                                                                                                                                |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  | Pos         | sition Title                                                                                                  | Position Number                                                                                                                                                |                                              | No. of Incumbents or Funded Vacancies                                                                                                                                                                                  |  |  |  |  |  |
| N/A        | -01414                                                                                                                                                                                                                                                                                                                                                                                                                           | <del></del> | IANOMI EDOEO OMINA                                                                                            | ADILITIES LISENSUDE OR SEDTIFIC                                                                                                                                | CATION                                       | NECESSARY FOR THE CHOOSE OF                                                                                                                                                                                            |  |  |  |  |  |
| PER<br>ABI | RFORN                                                                                                                                                                                                                                                                                                                                                                                                                            | AAN<br>S AN | CE OF THE WORK OF THI                                                                                         | S POSITION. NOTE: SINCE THERE                                                                                                                                  | ARE NO                                       | NECESSARY FOR THE SUCCESSFUL<br>DW SEVERAL OPTIONS OF SKILLS AND<br>E PHRASE "SAME AS SPECIFICATION"                                                                                                                   |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                                                                               | velopment equivalent to four years                                                                                                                             |                                              |                                                                                                                                                                                                                        |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                                                                               |                                                                                                                                                                |                                              | experience as a department intermittent rades in social/behavioral sciences or                                                                                                                                         |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                                                                               |                                                                                                                                                                |                                              | er; or qualifying state employees, in the                                                                                                                                                                              |  |  |  |  |  |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                                                                               |                                                                                                                                                                |                                              | ncy tests and training programs leading                                                                                                                                                                                |  |  |  |  |  |



| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | WORKING TITLE (IF ANY)  BILINGUAL POSITION TITLE 2. POSITION NUMBER                      |                                                           |                                                                                                              |                                        |                                            |                                   |                                     |                           |                                    |                        |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------|-----------------------------------|-------------------------------------|---------------------------|------------------------------------|------------------------|--|
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                          |                                                           |                                                                                                              |                                        |                                            |                                   |                                     |                           |                                    |                        |  |
| New/Revised Position Employment S Program Rep                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                          |                                                           |                                                                                                              | 29                                     | ss                                         | 13650                             | )-44-60-                            | 121-1                     | 1-31                               |                        |  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | i Cocinidary C                                                                           |                                                           | 4. BUREAU/ DIVISION                                                                                          | <u></u>                                |                                            | 5. EXMT<br>CODE                   | 6. WORK<br>COUNTY                   | 7. A/I<br>AUTH            | 8.AUDIT                            | 9. OFFICE<br>USE       |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                          |                                                           |                                                                                                              |                                        |                                            |                                   |                                     |                           |                                    |                        |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | t of Employment Secur                                                                    | rity                                                      | Service Delivery/ F                                                                                          | ield Oper                              | ations                                     | 0                                 | 081                                 | Υ                         | R                                  |                        |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | t of Employment Secu                                                                     | ity                                                       | · ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '                                                                      |                                        |                                            |                                   |                                     |                           |                                    | /E DATE                |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                          |                                                           |                                                                                                              | 02/16                                  |                                            |                                   |                                     |                           |                                    |                        |  |
| New/Revised Position Rock Island (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Center                                                                              |                                                           | Service Unit 1                                                                                               |                                        |                                            |                                   | 21 ESTAE                            |                           | OF CHANG                           | F                      |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                          |                                                           | 15. BARGAINING/TERI                                                                                          | M CODE                                 | Rutan<br>Exempt                            | ∏ ⊟ мсс                           | 24 POSIT                            | ION NU                    |                                    |                        |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                          |                                                           |                                                                                                              |                                        |                                            | ☐ MC                              | 28 WORK                             | COUN                      |                                    | L CHANGE<br>SE         |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                          |                                                           |                                                                                                              |                                        |                                            | □ мс <sup>-</sup>                 | )21 ABOLI<br> 49 DOW                | WARD                      |                                    |                        |  |
| Rock Island, I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                          |                                                           | RC062                                                                                                        |                                        | N                                          | ☐ MC                              | I50 LATER                           | RD REA                    |                                    |                        |  |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 16. COMPLETE CURR Under general super                                                    | ENT AND                                                   | ACCURATE STATEME                                                                                             | NT OF PO                               | SITION ES                                  | SENTIAL                           | FUNCT                               | ONS                       |                                    |                        |  |
| insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services. |                                                                                          |                                                           |                                                                                                              |                                        |                                            |                                   |                                     |                           |                                    |                        |  |
| 25%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | complex and specific Employment Second limited to the directed, perform primary assigned | ecial claims<br>curity (IDE<br>Illinois Be<br>ns these di | to receipt, review, ends on benefit entitlements). Loads and extrainerit Information Systems for assigned wo | ent progra<br>cts claims<br>stem (IBIS | ams admini<br>data using<br>5), Illinois J | stered b<br>g automa<br>ob Link ( | y the Illi<br>ated syst<br>IJL) and | nois D<br>tems i<br>l Gen | Departmoincluding Tax. As per than | ent of<br>g but<br>the |  |
| DIRECTOR OF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | MS SIGNATURE                                                                             | IMMEDIAT                                                  | E SUPERVISOR SIGNA                                                                                           |                                        | GENCY HEA                                  |                                   |                                     |                           |                                    | DATE                   |  |
| $\mathcal{A}$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2                                                                                        |                                                           | MAR 2 o 2010                                                                                                 | 4 1                                    | 10.                                        | 1- Ju                             | em                                  | ا بـــــ                  | 03/2                               | 22/2019                |  |
| VIS-104 (Rev. 10/9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 94) IL 401-0794<br>Cys 42519                                                             |                                                           | Y:                                                                                                           |                                        |                                            |                                   |                                     |                           |                                    |                        |  |

| 16. (CONTINUE                                                                                                                                                                                                                                                                                                                        | (U)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
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| % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| 20%                                                                                                                                                                                                                                                                                                                                  | 3.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Security (IDES) and pa<br>Exchange system. Ass<br>employers and hiring fa<br>Exchange system for a<br>employers; trains client<br>clients with information<br>up on training program<br>referrals and need for a<br>opportunities; assists wa<br>applicants and employed<br>performs these duties for | artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitable applicants requiring services available to use and interpret self-assessment regarding training programs or selects or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the Infor assigned worksites within the sess to fairs and worksites. Utilizes Spare | job see int skills ole job cole throusent vocected job sting secords place execution in Laborroice de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introduce de introdu | ekers and employers using the IL Labor refers clients to training programs or openings as listed in the IL Labor ugh computer programs and contacts eational exploration tools; provides obs and job interview procedures; follows ervice from IDES to determine status of accements; as directed, solicits job on of hiring fairs. Coaches both rexchange System. As directed, |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                  | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                  | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                  | 6.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Establishes and mainta                                                                                                                                                                                                                                                                                | ains activity reports to demonstrate                                                                                                                                                                                                                                                                                                                                                                                                                                           | work ac                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ctivity and detail time charging.                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | enumerated above.                                                                                                                                                                                                                                                                                     | as required or assigned which are re                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | •                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |
| conducting                                                                                                                                                                                                                                                                                                                           | g and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | LE AND NUMBER OF IMN<br>I signing performance eval<br>ent of this position.)                                                                                                                                                                                                                          | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                                                          | for assig                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ning and reviewing work, preparing,<br>g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                           |  |  |  |  |  |
| -                                                                                                                                                                                                                                                                                                                                    | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | WORK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                              |  |  |  |  |  |
| Employment                                                                                                                                                                                                                                                                                                                           | Sec                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | urity Field Office Superv                                                                                                                                                                                                                                                                             | risor 13600-44-60-121-10-01                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| 18. CHECK TH                                                                                                                                                                                                                                                                                                                         | IE A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | PPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                 | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| ☐ SUPE                                                                                                                                                                                                                                                                                                                               | RVIS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | OR OR □ LEAD V                                                                                                                                                                                                                                                                                        | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| tie                                                                                                                                                                                                                                                                                                                                  | NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.  If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| Position Title Position Number No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| N/A  10. SPECIALIZED KNOWLEDGES SKILLS ADJUSTES LICENSLIDE OF CERTIFICATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| social/behavi<br>staff member<br>business; or<br>employee Up<br>to a certificate                                                                                                                                                                                                                                                     | Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their III and employment service needs. Requires the |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |

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

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#### ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

|                                     | <del></del>                                                                                                                                                                                | 141                                                                                                                                                                                                                     | ODVING TITLE VE ANIM                                    | BILINGUAL.               | POSITION TILE               | 2 808           | TION NILL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MREP             |                      |             |  |  |  |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------|-----------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|-------------|--|--|--|
| 1. POSITION TITE Existing Position  | . <u> </u>                                                                                                                                                                                 | W                                                                                                                                                                                                                       | ORKING TITLE (IF ANY)                                   | CODE                     | OPTION CODE                 | 2. 703          | I ION NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | MDCH             | _                    | <del></del> |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| New/Revised Position                | ecurity Service Rep                                                                                                                                                                        |                                                                                                                                                                                                                         |                                                         | 29                       | SS                          | 13667           | MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANGE MC028 WORK COUNTY CHANGE MC028 WORK COUNTY CHANGE MC014 ABOLISH MC149 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 INVOIVED IN the resolution of its of the Illinois Unemployment rules, regulations and difficiency and adjudication and dinformation systems; serves as                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                      |             |  |  |  |
| 3. AGENCY                           | ecunty Service nep                                                                                                                                                                         |                                                                                                                                                                                                                         | 4. BUREAU/ DIVISION                                     | <u>L</u>                 | L                           | 5. EXMT<br>CODE | ACCOUNTY AUTH 8-AUDIT 9-OFFICE 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH 10/16/2013  MA021 ESTABLISH |                  |                      |             |  |  |  |
| Existing Position                   |                                                                                                                                                                                            |                                                                                                                                                                                                                         | <del> </del>                                            |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 7,0.11           |                      |             |  |  |  |
| N. D. J. In. Mar.                   |                                                                                                                                                                                            | _                                                                                                                                                                                                                       |                                                         |                          | -                           | <del>   </del>  | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                  | _                    | ]           |  |  |  |
| New/Revised Position  IL Department | of Employment Securi                                                                                                                                                                       | ity                                                                                                                                                                                                                     | Legal Services/ Board                                   | of Reviev                | ٧                           | 0               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | _                |                      |             |  |  |  |
| 10. SECTION                         | <del> </del>                                                                                                                                                                               |                                                                                                                                                                                                                         | 11. UNIT                                                |                          |                             | 12, TRAN        | SACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 13               | . EFFECTIV           | E DATE      |  |  |  |
| Existing Position                   | <del> </del>                                                                                                                                                                               |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  | 10/16                | /2013       |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | L                |                      | 2010        |  |  |  |
| New/Revised Position                |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| Case Manage                         | ment                                                                                                                                                                                       |                                                                                                                                                                                                                         |                                                         |                          | Autan                       |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| 14. WORK LOCA                       | TION                                                                                                                                                                                       |                                                                                                                                                                                                                         | 15. BARGAINING/TERM CO                                  | DE                       | Exempt                      | ☑ MC0           | 26 CLARI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | FY               |                      | •           |  |  |  |
| Existing Position                   |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| New/Revised Position                |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          | -                           |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  | REALLOC              | ATION       |  |  |  |
| 33 S. State St                      | reet                                                                                                                                                                                       |                                                                                                                                                                                                                         | RC062                                                   |                          | N                           | MC1             | 50 LATER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | RAL REA          | LLOCATIO             | ON          |  |  |  |
| Chicago, IL 60                      |                                                                                                                                                                                            |                                                                                                                                                                                                                         | ''                                                      | I II MCI                 | 58 UPWA                     | RU REA          | ILLOCATIO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | N N              |                      |             |  |  |  |
| % OF TIME                           | 16. COMPLETE CURRE                                                                                                                                                                         | ENT AN                                                                                                                                                                                                                  | ID ACCURATE STATEME                                     | NT OF PC                 | SITION ESS                  | ENTIAL          | FUNCTI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ONS              |                      |             |  |  |  |
|                                     | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general direction, performs complex adjudication functions and activities involved in the resolution of |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     | Unemployment Insura                                                                                                                                                                        | employment Insurance benefit entitlement resolutions under the provisions of the Illinois Unemployment                                                                                                                  |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     | Insurance Act and in                                                                                                                                                                       | rance Act and in compliance with federal and state statutory provisions, rules, regulations and                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     | requirements; conduc                                                                                                                                                                       | uirements: conducts critical analyses of cases submitted, reviewing for sufficiency and adjudication                                                                                                                    |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     | correctness and timel                                                                                                                                                                      | orrectness and timeliness; creates, enters and extracts data from automated information systems; serves as also in responding to internal and external inquiries relating to problem resolution of cases pending before |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     | the Board Provides                                                                                                                                                                         | io miei<br>internr                                                                                                                                                                                                      | nal and external inquire<br>etive services for Spanis   | s relatitiy<br>h speakir | ra clients.                 | resolut         | ion or ce                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ises p           | ending               | belole      |  |  |  |
|                                     | the Board. I Toyldes                                                                                                                                                                       | iiicipi                                                                                                                                                                                                                 | Save del video for oparilo                              | . ороши                  | .g vor.to.                  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| 40%                                 | <ol> <li>Performs high</li> </ol>                                                                                                                                                          | nly con                                                                                                                                                                                                                 | nplex analytical duties in                              | the revie                | w of appeal                 | reques          | ts from                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | claima           | ants or              |             |  |  |  |
|                                     | employers file                                                                                                                                                                             | ed to th                                                                                                                                                                                                                | ne Board of Review, at th                               | e local o                | ffice level, o              | r those         | related                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | to doc           | kets the             | at are      |  |  |  |
|                                     | tiled in the cir                                                                                                                                                                           | CUIT CO                                                                                                                                                                                                                 | urt system; determines r                                | equest s<br>notentia     | tatus and es<br>Lease outce | me, cre         | es case<br>eates ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | rouun<br>se file | g, priori<br>s: make | ty anu      |  |  |  |
|                                     | pairi baseu o<br>annronriate c                                                                                                                                                             | opies t                                                                                                                                                                                                                 | adjudication activity and<br>pased on applicable filing | s and is:                | sues in IBIS                | svstem          | : produc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ces or           | ganized              | record      |  |  |  |
|                                     | for purposes                                                                                                                                                                               | of filing                                                                                                                                                                                                               | the agency response in                                  | court in                 | conjunction                 | with the        | Attorn                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ey Ge            | neral's              | Office;     |  |  |  |
|                                     | establishes c                                                                                                                                                                              | ase tra                                                                                                                                                                                                                 | cking and generates not                                 | ices to cl               | aimants, en                 | nployers        | repres                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | entativ          | ves and              | or their    |  |  |  |
|                                     | attorneys usii                                                                                                                                                                             | ng the                                                                                                                                                                                                                  | automated BRDS (Board                                   | of Revi                  | ew Docketin                 | g Syste         | m); revi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ews a            | udio re              | cordings    |  |  |  |
| -                                   |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         | t is requi               | red; when n                 | ecessa          | ry, uploa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ads/do           | wnload               | s files     |  |  |  |
|                                     | using related                                                                                                                                                                              | electro                                                                                                                                                                                                                 | onic systems.                                           |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| 20%                                 | 2 Provides adv                                                                                                                                                                             | ice and                                                                                                                                                                                                                 | technical assistance to                                 | staff em                 | nlovers, cla                | imants.         | and the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ir auth          | orized               |             |  |  |  |
| 2076                                | representativ                                                                                                                                                                              | es con                                                                                                                                                                                                                  | cerning aspects of the U                                | 1 Act to p               | romote full                 | underst         | anding o                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | of their         | r rights             | and of      |  |  |  |
|                                     | the controver                                                                                                                                                                              | sial iss                                                                                                                                                                                                                | ues to be resolved; acce                                | esses per                | tinent inforr               | nation s        | ystems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | to res           | pond to              | internal    |  |  |  |
|                                     | and external                                                                                                                                                                               | inquirie                                                                                                                                                                                                                | es; investigates, research                              | nes and e                | explains cas                | e dispo         | sition; re                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | esolve           | s issue              | s and       |  |  |  |
|                                     | processes re                                                                                                                                                                               | quires                                                                                                                                                                                                                  | for transcripts, requests                               | for oral h               | earings and                 | submis          | ssion of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | writte           | n argum              | ents.       |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         | 500                                                     | n 30 ca                  | $\overline{\Box}$           |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     |                                                                                                                                                                                            |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| DIRECTOR OF C                       | MS SIGNATURE                                                                                                                                                                               | IMMED                                                                                                                                                                                                                   | NATE SUPERVISORISIONAT                                  | URE A                    | GENCY HEAD                  | SIGNAT          | UREIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ·                | C                    | ATE         |  |  |  |
| <b>_</b> .                          | W. No.V                                                                                                                                                                                    |                                                                                                                                                                                                                         |                                                         | 1 2013                   |                             | 10              | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  | 10/2                 | 2013        |  |  |  |
| Demons                              | - pulled                                                                                                                                                                                   | 1                                                                                                                                                                                                                       |                                                         |                          |                             | <del></del>     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  | 1,010                | 13          |  |  |  |
| CMS-104/Pey 119                     | DANCE CONTROLLO                                                                                                                                                                            | <b>V</b>                                                                                                                                                                                                                | Bv                                                      |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
| 00                                  | 12.313                                                                                                                                                                                     |                                                                                                                                                                                                                         |                                                         |                          |                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |
|                                     | 1-1-1-                                                                                                                                                                                     |                                                                                                                                                                                                                         |                                                         |                          |                             | • •             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                      |             |  |  |  |

| 16. (CONTINUE                                                                                     |                                                                      |                                                                                                                                           |                                                                                                                                                                                                                                                                        |                                                                         |                                                          |                                                                                                                      |                                                                                 | 7                                                                |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------------|
| % OF TIME                                                                                         | 16. COM                                                              | PLETE CURRENT AND                                                                                                                         | ACCURATE STATEMENT OF                                                                                                                                                                                                                                                  | POSITION                                                                | <b>ESSENTI</b>                                           | AL FUNCTIONS (Co                                                                                                     | ntinued)                                                                        |                                                                  |
| 15%                                                                                               | 3.                                                                   | Using the Spanish regarding the Board                                                                                                     | ve services to Spanish spelanguage, provides assisted of Review and the Admiof Review appeals in writted reys.                                                                                                                                                         | tance and<br>inistrative                                                | l answer<br>Review                                       | rs telephone and<br>appeal procedu                                                                                   | in-person in<br>res and guid                                                    | nquiries<br>delines.                                             |
| 10%                                                                                               | 4.                                                                   | information as need assessments, trans                                                                                                    | cases to determine sufficed (i.e., the highly completers and cancellations of advises legal staff as to co                                                                                                                                                             | licated are<br>wage cha                                                 | eas of prarges); r                                       | rotested determineviews, verifies a                                                                                  | nations and<br>and organize                                                     | es data;                                                         |
| 10%                                                                                               | 5.                                                                   | As requested, rese information; performation and opinions and opinions.                                                                   | earches Board of Review p<br>ms special projects and/or<br>ions.                                                                                                                                                                                                       | orecedent<br>r prepares                                                 | s, court<br>s statisti                                   | rulings and opini<br>cal reports; assis                                                                              | ions; excerp<br>its in publish                                                  | its pertinent<br>ning                                            |
| 05%                                                                                               | 6.                                                                   | Performs other duti<br>enumerated above                                                                                                   | ies as required or assigne<br>:                                                                                                                                                                                                                                        | ed which a                                                              | are reas                                                 | onably within the                                                                                                    | scope of the                                                                    | e duties                                                         |
| 17 POSITION                                                                                       | J TITLE A                                                            | ND NUMBER OF IMA                                                                                                                          | MEDIATE SUPERVISOR (Re                                                                                                                                                                                                                                                 | enoneible                                                               | for accir                                                | ning and reviewin                                                                                                    | a work propa                                                                    | ring                                                             |
| conducting                                                                                        | g and sigr                                                           | ning performance evaluation.)                                                                                                             | uations; effectively recomme                                                                                                                                                                                                                                           | inding and                                                              | imposing                                                 | g disciplinary action                                                                                                | n and adjustir                                                                  | ng grievances                                                    |
|                                                                                                   |                                                                      |                                                                                                                                           | ··· = <del> </del>                                                                                                                                                                                                                                                     |                                                                         | WORK                                                     | ING TITLE (IF AN                                                                                                     | Y)                                                                              |                                                                  |
| Public Servic                                                                                     | e Admin                                                              | n, Opt 1 37015-44-0                                                                                                                       | )3-100-00-01                                                                                                                                                                                                                                                           | ,                                                                       |                                                          |                                                                                                                      |                                                                                 |                                                                  |
| 18. CHECK TH                                                                                      | HE APPR                                                              | OPRIATE BOX IF THE                                                                                                                        | S POSITION IS A:                                                                                                                                                                                                                                                       |                                                                         |                                                          |                                                                                                                      |                                                                                 |                                                                  |
| SUPER                                                                                             | RVISOR                                                               | OR LEAD W                                                                                                                                 | VORKER                                                                                                                                                                                                                                                                 |                                                                         |                                                          |                                                                                                                      |                                                                                 |                                                                  |
| NOTE: S                                                                                           | uperviso                                                             | rv or lead worker rec                                                                                                                     | sponsibilities <u>must</u> be desc                                                                                                                                                                                                                                     | cribed in a                                                             | detaile:                                                 | d duty statement(                                                                                                    | e) with e                                                                       |                                                                  |
| tiı                                                                                               | me perce                                                             | entage(s) allotted.                                                                                                                       |                                                                                                                                                                                                                                                                        |                                                                         |                                                          |                                                                                                                      |                                                                                 |                                                                  |
| If a box wa<br>headcoun                                                                           |                                                                      | ed above, list position                                                                                                                   | title, position number, and n                                                                                                                                                                                                                                          | umber of s                                                              | ubordina                                                 | te incumbents or a                                                                                                   | uthorized fun                                                                   | ided                                                             |
|                                                                                                   | Position                                                             | n Title                                                                                                                                   | Position Nun                                                                                                                                                                                                                                                           | nber                                                                    |                                                          | No. of Incumbe                                                                                                       | ents or Funde                                                                   | d Vacancies                                                      |
| N/A                                                                                               |                                                                      |                                                                                                                                           |                                                                                                                                                                                                                                                                        |                                                                         |                                                          |                                                                                                                      |                                                                                 |                                                                  |
| <del> </del>                                                                                      |                                                                      |                                                                                                                                           |                                                                                                                                                                                                                                                                        |                                                                         |                                                          | ļ <del></del> -                                                                                                      |                                                                                 |                                                                  |
| <del></del>                                                                                       |                                                                      |                                                                                                                                           |                                                                                                                                                                                                                                                                        |                                                                         |                                                          | <del>                                     </del>                                                                     |                                                                                 |                                                                  |
|                                                                                                   |                                                                      |                                                                                                                                           |                                                                                                                                                                                                                                                                        |                                                                         |                                                          |                                                                                                                      |                                                                                 |                                                                  |
|                                                                                                   |                                                                      |                                                                                                                                           |                                                                                                                                                                                                                                                                        | <del></del>                                                             |                                                          |                                                                                                                      |                                                                                 |                                                                  |
|                                                                                                   |                                                                      | <del></del>                                                                                                                               |                                                                                                                                                                                                                                                                        |                                                                         |                                                          |                                                                                                                      |                                                                                 |                                                                  |
| PERFORI<br>ABILITIES                                                                              | MANCE (<br><b>S AND LI</b>                                           | OF THE WORK OF TH                                                                                                                         | I<br>, ABILITIES, LICENSURE O<br>HIS POSITION. NOTE: SING<br>IFICATION IDENTIFIED ON                                                                                                                                                                                   | CE THERE                                                                | E ARE NO                                                 | OW SEVERAL OP                                                                                                        | TIONS OF S                                                                      | KILLS AND                                                        |
| Requires knot<br>background i<br>Department of<br>ownership me<br>provide for the<br>use a person | owledge,<br>in social/<br>of Emplo<br>anagem<br>ne appro<br>nal comp | , skill and mental devalues to be avioral sciences by ment Security; or form or operation. Respirate determination buter with related sof | velopment equivalent to the sor business and one year in the professional expeditive years professional expeditives extensive knowled of not be complex Unemployed tware programs. Require an duties in conjunction with the programs of the programs of the programs. | ar as a full<br>perience i<br>lge of clie<br>byment In<br>es ability to | I-time pr<br>in persor<br>nt and e<br>surance<br>o speak | ofessional emplo<br>nnel administrati<br>employer rights a<br>claims benefit is<br>and write the Sp<br>king clients. | oyee with the<br>on, or busing<br>nd obligation<br>ssues. Requi<br>panish langu | e Illinois<br>ess<br>ns in order t<br>ires ability t<br>age at a |
|                                                                                                   |                                                                      | ·•                                                                                                                                        | •                                                                                                                                                                                                                                                                      |                                                                         |                                                          | , C                                                                                                                  | ا پير دراز                                                                      | 3 4                                                              |

## CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

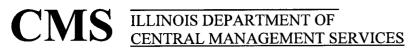
## POSITION DESCRIPTION

| 1. POSITION TIT                      | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               | WORKING TITLE (IF ANY)                 | BILINGUAL<br>CODE               | POSITIO | OSITION TITLE 2. POSITION NUMBER |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  |         |  |
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| Existing Position                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |                                        |                                 |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  |         |  |
| New/Revised Position Employment S    | Security Se                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | nvice Ren     |                                        | 29                              | S       | s                                | 13667                        | 3667-44-08-410-10-32                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                  |         |  |
| 3. AGENCY                            | becurity de                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | stvice rep    | 4. BUREAU/ DIVISION                    | 1                               | 1       |                                  | 5. EXMT<br>CODE              | O 016 Y R  2. TRANSACTION 06/01/2015  3. MA021 ESTABLISH 06/01/2015  3. MC022 EXEMPT CODE CHANGE 06/01/2015  3. MC024 POSITION NUMBER CHANGE 06/01/2015  3. MC026 CLARIFY 06/01/2015  3. MC027 ADDITIONAL IDENTICAL CHANGE 06/01/2015  3. MC028 WORK COUNTY CHANGE 06/01/2015  3. MC028 WORK COUNTY CHANGE 06/01/2015  3. MC028 WORK COUNTY CHANGE 06/01/2015  3. MC0149 DOWNWARD REALLOCATION 06/150  3. MC0150 LATERAL REALLOCATION 06/150  4. MC0150 LATERAL REALLOCATION 06/150  4. MC0150 LATERAL REALLOCATION 06/150  5. MC0150 LATERAL REALLOCATION 06/150  5. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL REALLOCATION 06/150  6. MC0150 LATERAL |          |                  |         |  |
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| New/Revised Position                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5 <del></del> | Legal Services/ Appeals                |                                 |         |                                  | 0                            | 016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Υ        | R                |         |  |
| IL Dept of Em<br>10. SECTION         | ployment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | security      | 11. UNIT                               |                                 |         |                                  |                              | SACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 1:       | L<br>3. ÉFFECTIV | /E DATE |  |
| Existing Position                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <del></del>   |                                        | <u>.</u>                        |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  |         |  |
| Case Manage                          | ment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |                                        |                                 |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <i>'</i> | 00/01/           |         |  |
| New/Revised Position  Administration | / Case Ma                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | nanement      | •                                      |                                 |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  | _       |  |
|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | magement      |                                        |                                 |         | Rutan                            | MC024 POSITION NUMBER CHANGE |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  |         |  |
| 14. WORK LOCA<br>Existing Position   | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               | 15. BARGAINING/TERM CODE               | 15. BARGAINING/TERM CODE Exempt |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          | DENTICAL         | CHANGE  |  |
|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |                                        |                                 |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          | TY CHANG         | iΕ      |  |
| New/Revised Position                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               | RC062                                  | -                               |         | N                                | ☐ MC1                        | 49 DOWN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | WARD     |                  |         |  |
| Chicago, IL                          | <del></del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |                                        | V= 05 5                         | 0017101 |                                  | ☐ MC1                        | 58 UPWA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | RD REA   |                  |         |  |
| % OF TIME                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               | ENT AND ACCURATE STATEME               |                                 |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  |         |  |
| 40%                                  | Under general direction, performs highly complex analytical and adjudication related duties involved in reviewing and/or processing Unemployment Insurance (UI) appeals cases received by the Illinois Department of Employment Security (IDES) Appeals Division, including both benefit appeals and administrative hearings cases, under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements. Reviews case files for complete and accurate documentation prior to appeals hearings; identifies issues; analyzes findings; takes relevant action based on agency policies, procedures and guidelines. Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division. Conducts critical analyses of appeals cases; explains findings; compiles data and prepares reports. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs highly complex analytical and adjudication related duties involved in reviewing and/or processing UI appeals cases received by the IDES Appeals Division, including both benefit appeals and administrative hearings cases, under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements. Reviews case files for complete and accurate documentation prior to appeals hearings; analyzes documentation, including but not limited to a review of hearing requests and all associated correspondence from claimants, employers and other interested parties filed and/or sent to Hearings Referees, the Appeals Division or at a Local Office; uploads documentation into computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax; reviews all pertinent documentation for completeness and accuracy, including but not limited to, appellant and appellee letters and documents, Local Office determinations, employer protests, adjudication hist |               |                                        |                                 |         |                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                  |         |  |
| DIRECTOR OF C                        | MS S <b>K</b> GNAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | URŒ           | RECEIVE<br>IMMEDIATE SUPERVISOR SIGNAT | ORE A                           | GENCY   | HEAD:                            | SIGNAT                       | URE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | •        | D                | ATE     |  |
| <del>-</del>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | orde          | JUN 1 8 2019                           |                                 | the     | mas                              | Sch                          | an                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ಆ        | 06/1             | 7/2019  |  |
| 0140 40 2 (2770 40                   | (0.4) 11/1-04-0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ( 39          | 0014 1 0 2010                          |                                 |         | <u>a</u>                         | - درے                        | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          | <u> </u>         | _       |  |

8/21/19 05 8/21/19 Per\_\_\_\_\_

| 16. (CONTINUED)          |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
| % OF TIME                | 16. COM                                                                                                                                                                                                                                                                                                                                                                                                                                        | PLETE CURRENT AND                                                                                                                                                                      | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
| 35%                      | <b>2.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      | telephone and via a interested parties r appeals process at rights and issues to viewing by parties. including but not lir retrieve UI adjudica relating to appeals relevant course of | email to employers, claimants and the garding appeals and documents in the despects of the Unemployment Into be resolved. Collaborates with Appearanches case processing issue mited to the Illinois Benefit Information and other case related information process and problem resolution of | provides information and assistance in person, by their authorized representatives and other received in the Appeals Division. Explains the insurance (UI) Act to promote understanding of opeals staff to create appeals files for in-office es; accesses pertinent information systems tion System (IBIS) and GenTax to input and/or lation; responds to internal and external inquiries if cases for the Appeals Division; determines complex issues to supervisor. Utilizes Spanish retive services. |  |  |  |  |  |  |  |
| 20%                      | appeals received in the Appeals Division utilizing systems including but not limited to IBIS and GenTax; investigates timeliness of protests; gathers and analyzes information on wages, benefits and other adjudication related matters to determine timeliness and relevance to the case; explains findings to Appeals Division Hearings Referees and Management. Performs special projects as directed; compiles data and prepares reports. |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
| 05%                      | 05% 4. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
| conducting               | and sign                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |  |
|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |
| PSA, Opt. 1              | 37015-                                                                                                                                                                                                                                                                                                                                                                                                                                         | 44-08-400-00-01                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
| 18. CHECK TH             | IE APPR                                                                                                                                                                                                                                                                                                                                                                                                                                        | OPRIATE BOX IF THI                                                                                                                                                                     | S POSITION IS A:                                                                                                                                                                                                                                                                              | - 1870                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |
| NOTE: Si                 | RVISOR                                                                                                                                                                                                                                                                                                                                                                                                                                         | OR LEAD W                                                                                                                                                                              | ORKER  ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                            | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |  |
| If a box wa<br>headcount | as checke                                                                                                                                                                                                                                                                                                                                                                                                                                      | ntage(s) allotted. Id above, list position t                                                                                                                                           | itle, position number, and number of su                                                                                                                                                                                                                                                       | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |  |
|                          | Position                                                                                                                                                                                                                                                                                                                                                                                                                                       | Title                                                                                                                                                                                  | Position Number                                                                                                                                                                                                                                                                               | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |  |
| N/A                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
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|                          | ,                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |  |  |
| 10 SPECIALL              | ZED KNO                                                                                                                                                                                                                                                                                                                                                                                                                                        | MALEDGES SKILLS                                                                                                                                                                        | ABILITIES LICENSURE OF CERTIFIC                                                                                                                                                                                                                                                               | ICATION MECESSARY FOR THE SUCCESSEUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |  |
| PERFORM<br>ABILITIES     | 9. 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 kno             | wledge                                                                                                                                                                                                                                                                                                                                                                                                                                         | ckill and mental dev                                                                                                                                                                   | elanment equivalent to the complet                                                                                                                                                                                                                                                            | ation of four years of college with academic                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |  |

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; or five years professional experience in personnel administration, or business ownership management or operation. Requires through knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing and finding of facts. Requires the ability to effectively communicate both orally and in written form; organize and analyze pertinent information to provide for the determination of highly complex claimant benefit issues, including appropriate payment or non-payment of claimant benefits; write clearly and concisely to report benefit determinations; use a personal computer with related software programs including the Internet. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



| 1. POSITION TIT                                                                                          | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | BILINGUAL                             | POSITION TITLE<br>OPTION CODE | 2. POS                                                  | ITION NU          | MBER                                                                      |             |                  |  |
|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------------------------|---------------------------------------------------------|-------------------|---------------------------------------------------------------------------|-------------|------------------|--|
| Existing Position                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   |                                                                           |             |                  |  |
| New/Revised Position Employment S Service Repre                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 29                                    | SS                            | 13667                                                   | '-44-51-          | 101-2                                                                     | 1-31        |                  |  |
| 3. AGENCY                                                                                                | esentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <u> </u>                              | 1                             | 5. EXMT<br>CODE                                         | 6. WORK<br>COUNTY | 7. A/I<br>AUTH                                                            | 8.AUDIT     | 9. OFFICE<br>USE |  |
| Existing Position                                                                                        | Anna Transition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   |                                                                           |             |                  |  |
| New/Revised Position                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Santias Delivery/ Fi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | iold Oper                             | otions                        | 0                                                       | 016               | Y                                                                         | R           |                  |  |
|                                                                                                          | t of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Service Delivery/ Fi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | eid Oper                              | auons                         |                                                         | SACTION           | ·                                                                         | 3. EFFECTIV | E DATE           |  |
| 10. SECTION  Existing Position                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 11. UNII                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                       |                               | CODE                                                    |                   |                                                                           |             |                  |  |
| Existing Fosition                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   |                                                                           | 02/16       | /2019            |  |
| New/Revised Position Chicago Regi                                                                        | on/ Lawrence Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Service Unit I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |                               |                                                         | 21 ESTAE          |                                                                           | E CHANG     | E                |  |
| 14. WORK LOCA                                                                                            | ATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 15 BARGAINING/TERM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 15. BARGAINING/TERM CODE Rutan Exempt |                               |                                                         |                   | ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☑ MC026 CLARIFY |             |                  |  |
| Existing Position                                                                                        | (IIOI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 10.00 11.00 11.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 15. BAROWINIO TERM GGE                |                               |                                                         |                   | IONAL I                                                                   | DENTICAL    | CHANGE           |  |
|                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   | SH                                                                        |             |                  |  |
| New/Revised Position 2444 West La                                                                        | wrence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ı                                     | l N                           | MC149 DOWNWARD REALLOCATION  MC150 LATERAL REALLOCATION |                   |                                                                           |             | ON               |  |
| 2444 West Lawrence RC062 N MC158 UPWARD REALLOCATION                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         | N                 |                                                                           |             |                  |  |
| % OF TIME                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | AND ACCURATE STATEME for an assigned area, perfo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                       |                               |                                                         |                   |                                                                           |             |                  |  |
| 40%                                                                                                      | unemployment related is and prepares reports; may worksites in the service of who request or need into the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the serv | and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. |                                       |                               |                                                         |                   |                                                                           |             |                  |  |
| 30%                                                                                                      | monetary and no client rights and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | sidered determinations and<br>on-monetary issues pertaini<br>responsibilities as they per<br>o request or need interpreti                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ing to the<br>tain to be              | Illinois Une<br>nefit progra  | mploym                                                  | ent Insu          | irance                                                                    | e Act; ex   | cplains          |  |
| 10%                                                                                                      | 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   |                                                                           |             |                  |  |
| DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE  MAR 28 2019  MAR 28 2019 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   | DATE                                                                      |             |                  |  |
| //                                                                                                       | and facti                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MAR 2 8 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                       | box                           | - Ju                                                    | em                | انت                                                                       | 03/2        | 22/2019          |  |
| MS-104 (Rev. No.)                                                                                        | S-104 (Rev. 10/94) 12/401-0794<br>Wis Maye 425-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                               |                                                         |                   |                                                                           |             |                  |  |

| 16. (CONTINUED)                                                                                                                                                                                                                                                                                                                      |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| % OF TIME                                                                                                                                                                                                                                                                                                                            | 16. COM                                                                 | PLETE CURRENT AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ACCURATE STATEMENT OF POSITION                                                                                                                                                                      | ESSENTIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | AL FUNCTIONS (Continued)                                                                                                                               |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                  | 4.                                                                      | recommendations to referring employ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Unemployment Insurance and/or W to address employment and unemployment to representatives from Busines mation on available training and ed                                                          | oloyment<br>ss Servic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | related issues, including but not limited ces, identifying barriers to employment                                                                      |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                  | 5.                                                                      | Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                  | 6.                                                                      | Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
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| 47 50017101                                                                                                                                                                                                                                                                                                                          | 1 TIT! E A                                                              | ND NUMBER OF IM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | AFRIATE OURER/ICOR (Page and bla                                                                                                                                                                    | for cosin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ing and actioning the property                                                                                                                         |  |  |  |  |  |  |
| 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.)                                              |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
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| Employment                                                                                                                                                                                                                                                                                                                           | Security                                                                | Field Office Superv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | visor 13600-44-51-101-20-01                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
| 18. CHECK TH                                                                                                                                                                                                                                                                                                                         | HE APPR                                                                 | OPRIATE BOX IF TH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | IS POSITION IS A:                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
| ☐ SUPE                                                                                                                                                                                                                                                                                                                               | RVISOR                                                                  | OR LEAD V                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | VORKER                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
| NOTE: S                                                                                                                                                                                                                                                                                                                              | uperviso                                                                | rv or lead worker res                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | sponsibilities <u>must</u> be described in a                                                                                                                                                        | detailed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | duty statement(s) with a                                                                                                                               |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                         | entage(s) allotted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ,                                                                                                                                                      |  |  |  |  |  |  |
| If a box was headcoun                                                                                                                                                                                                                                                                                                                |                                                                         | ed above, list position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | title, position number, and number of s                                                                                                                                                             | ubordinat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | e incumbents or authorized funded                                                                                                                      |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      | Position                                                                | Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Position Number                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | No. of Incumbents or Funded Vacancies                                                                                                                  |  |  |  |  |  |  |
| N/A                                                                                                                                                                                                                                                                                                                                  |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                        |  |  |  |  |  |  |
| background i<br>employee wit<br>or operation.<br>finding of fac<br>with employe<br>payment or n                                                                                                                                                                                                                                      | n the so<br>th IDES;<br>Require<br>ts, test in<br>ers and c<br>ion-paym | cial / behavioral scie<br>or five years profes<br>s thorough knowled<br>nterpretation, and vo-<br>lients; organize and<br>nent of claimant ben                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | sional experience in personnel adm<br>ge of the provisions of the Illinois U<br>ocational counseling techniques. Re<br>analyze pertinent information to pro<br>pefits; determine an appropriate wor | istration in inistration in inistration in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in interest in | and one year as a full-time professional on, or business ownership management ment Insurance Act; interviewing, the ability to effectively communicate |  |  |  |  |  |  |

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

speaking clients.

| 1. POSITION TITE                                                                      | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Wo                                                                                                                                                                                                                                                                                                                                                                             | RKING TITLE (IF AN                    | IY) [    | BILINGUAL<br>CODE | POSITION<br>OPTION |       | 2. POSITION NUMBER                                                          |                                 |                |              |                  |
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| Existing Position                                                                     | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       | ****                                                                        |                                 |                |              |                  |
| New/Revised Position<br>Employment S<br>Service Repre                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          | 29                | SS                 | s 1:  | 3667                                                                        | -44-51-                         | 102-3          | 1-31         |                  |
| 3. AGENCY                                                                             | Sentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | .l                                                                                                                                                                                                                                                                                                                                                                             | 4. BUREAU/ DIVIS                      | ION      |                   | l                  |       | EXMT                                                                        | 6. WORK<br>COUNTY               | 7. A/I<br>AUTH | 8.AUDIT      | 9. OFFICE<br>USE |
| Existing Position                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       |                                                                             |                                 |                |              |                  |
| New/Revised Position                                                                  | of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                | Service Deliver                       | y/ Field | d Opera           | ations             |       | 0                                                                           | 016                             | Υ              | R            |                  |
| 10. SECTION                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                | 11. UNIT                              |          |                   |                    |       | 12. TRANSACTION 13. EFFECTIVE DATE CODE                                     |                                 |                |              |                  |
| Existing Position                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       |                                                                             | -                               |                | 02/16/       | /2019            |
| New/Revised Position Chicago Region                                                   | on/ 71st Street Local Offic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | е                                                                                                                                                                                                                                                                                                                                                                              | Service Unit II                       |          |                   |                    | 1 =   | . ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE                              |                                 |                |              |                  |
| 14. WORK LOCA                                                                         | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                | 15. BARGAINING/TERM CODE Rutan Exempt |          |                   |                    |       | ☐ MC022 EXEMITY CODE OF ANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY |                                 |                |              |                  |
| Existing Position                                                                     | HON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                | 10. 5/11(6/11/11/10/1                 |          | .022              |                    |       | MC0                                                                         | 27 ADDIT<br>28 WORK<br>21 ABOLI | ONAL I         |              |                  |
| New/Revised Position<br>1515 East 71s                                                 | t Stroot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       | MC1                                                                         | 49 DOWN<br>50 LATER             | WARD           | REALLOCATION | ATION<br>ON      |
| Chicago, IL                                                                           | or Ottoer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                | RC                                    | 062      |                   |                    | N   E |                                                                             | 58 UPWA                         |                |              |                  |
| % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       |                                                                             |                                 |                |              |                  |
| 40%<br>30%                                                                            | Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       |                                                                             |                                 |                |              |                  |
| 30%                                                                                   | monetary and n<br>client rights and<br>assist clients wh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ol> <li>Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</li> </ol> |                                       |          |                   |                    |       |                                                                             |                                 |                |              |                  |
| 10%                                                                                   | 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; select suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and recoplacements. As directed, travels to perform these duties. Utilizes Spanish language to assist clien who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       | elects<br>ides<br>records                                                   |                                 |                |              |                  |
| DIRECTOR OF                                                                           | DIRECTOR OF CMS SONATURE IMMEDIAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                |                                       |          |                   |                    |       |                                                                             | DATE                            |                |              |                  |
| 1 yan                                                                                 | and only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                |                                       | 57.5     | ,   `             | TNO                | bus   | Sin                                                                         | in                              | نۃ             | 03/2         | 22/2019          |

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| recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.  5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinos Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager, makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.  6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.  7. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)  7. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)  7. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.  7. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and reviewing work, preparing of the incumbe |                                                                                                                                                                                                        | 16. COM                          | PLETE CURRENT AND                                                                                    | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ESSENTIAL FUNCTIONS (Continued)                                                                                                             |  |  |  |  |  |  |  |  |
| pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager, makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.  6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.  7. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)  Employment Security Field Office Supervisor 13600-44-51-102-30-01  8. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:  Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.  1 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  NIA  19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINGET HERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.  Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional                                                                     | 10%                                                                                                                                                                                                    | 4.                               | recommendations to referring employ                                                                  | to address employment and unemp<br>ers to representatives from Busines                                                                                                                                                                                                                                                                                                                                                                                                                           | oloyment related issues, including but not limited ss Services, identifying barriers to employment                                          |  |  |  |  |  |  |  |  |
| enumerated above.  17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)    WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 05%                                                                                                                                                                                                    | 5.                               | pending adjudication cases. Loads and exincluding but not lir (IBIS) and GenTax inquiries to supervi | ending adjudication report in order to maintain timeliness in the completion of pending adjudication ases. Loads and extracts data related to job placements and/or claims using automated systems cluding but not limited to the IL Labor Exchange system, the Illinois Benefit Information System BIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of quiries to supervisor or manager; makes service efficiency assessments and recommendations. |                                                                                                                                             |  |  |  |  |  |  |  |  |
| conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)    WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 05%                                                                                                                                                                                                    | 6.                               |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | are reasonably within the scope of the duties                                                                                               |  |  |  |  |  |  |  |  |
| conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)    WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                        |                                  |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                             |  |  |  |  |  |  |  |  |
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| for the incumbent of this position.)  Employment Security Field Office Supervisor 13600-44-51-102-30-01  18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:  SUPERVISOR OR LEAD WORKER  NOTE: Supervisory or lead worker responsibilities 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 academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances                                                                     |                                  |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                             |  |  |  |  |  |  |  |  |
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| background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" |                                  |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                             |  |  |  |  |  |  |  |  |
| employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | background i<br>employee will<br>or operation.                                                                                                                                                         | in the so<br>th IDES;<br>Require | cial / behavioral scie<br>or five years profes<br>s thorough knowled                                 | ences or business/personnel admin<br>sional experience in personnel adm<br>ge of the provisions of the Illinois U                                                                                                                                                                                                                                                                                                                                                                                | istration and one year as a full-time professional ninistration, or business ownership management Inemployment Insurance Act; interviewing, |  |  |  |  |  |  |  |  |

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



| 1. POSITION TIT                 | ION TITLE WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE 2. POSITION NUI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                       |                                       |                              |                                  |           |            |                                              |           |  |  |  |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------|----------------------------------|-----------|------------|----------------------------------------------|-----------|--|--|--|
| Existing Position               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                       | 1 2222                                |                              | Ī                                |           |            |                                              |           |  |  |  |
| New/Revised Position            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                       |                                       |                              | -                                |           |            |                                              |           |  |  |  |
| Employment S                    | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                       | 29                                    | SS                           | 13667                            | -44-51-   | 107-2      | 1-31                                         |           |  |  |  |
| Service Repre                   | sentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | A DUDGALU DE GOLO:                                                                                                                                                    |                                       |                              | 5, EXMT                          | 6. WORK   | 7. A/I     | I ::                                         | 9. OFFICE |  |  |  |
| 3. AGENCY                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4. BUREAU/ DIVISION                                                                                                                                                   | <u></u>                               |                              | CODE                             | COUNTY    | AUTH       | 8.AUDIT                                      | USE       |  |  |  |
| Existing Position               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                       |                                       |                              |                                  |           |            |                                              | 1         |  |  |  |
| New/Revised Position            | t of France and Occurre                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Service Delivery/ Fi                                                                                                                                                  | eld Oper                              | ations                       | 0                                | 016       | Υ          | R                                            |           |  |  |  |
| 10. SECTION                     | t of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 11. UNIT                                                                                                                                                              |                                       | ·                            | 12. TRANSACTION 13. EFFECTIVE DA |           |            |                                              |           |  |  |  |
| Existing Position               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 01111                                                                                                                                                                 |                                       |                              | CODE                             |           | -          |                                              |           |  |  |  |
| Existing 7 osition              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                       |                                       |                              |                                  |           |            | 02/16/2019                                   |           |  |  |  |
| New/Revised Position            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 0 1 1 1 1                                                                                                                                                             | Sandas Unit I                         |                              |                                  |           |            | □ MAN21 ESTABLISH                            |           |  |  |  |
| Chicago Regio                   | on/ Pilsen Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Service Unit I                                                                                                                                                        |                                       |                              |                                  |           |            | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE |           |  |  |  |
| 14 WORK LOCA                    | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 15 BARGAINING/TEPA                                                                                                                                                    | 15. BARGAINING/TERM CODE Rutan Exempt |                              |                                  |           | ION NU     | MBER CH                                      | ANGE      |  |  |  |
| 14. WORK LOCA Existing Position | HON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 10. DANGAINING/TERM                                                                                                                                                   | 15. BARGAINING/TERN/ CODE Exempt      |                              |                                  |           | IONAL I    |                                              | CHANGE    |  |  |  |
|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                       |                                       |                              |                                  |           | COUN<br>SH | FY CHANG                                     | iE        |  |  |  |
| New/Revised Position            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                       |                                       |                              |                                  |           | IWARD      | REALLOCATION                                 |           |  |  |  |
| 1700 West 18                    | th Street                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | RC062                                                                                                                                                                 | RC062 N                               |                              |                                  |           |            | LLOCATION                                    |           |  |  |  |
| Chicago, IL                     | (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | AND ACCUPATE CTATELES                                                                                                                                                 | NT OF S                               | OCITION TO                   | CENTIAL                          | ELINIOTI  | ONE        |                                              |           |  |  |  |
| % OF TIME                       | 16. COMPLETE CURRENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS der general direction, for an assigned area, performs more complex employment service and job |                                       |                              |                                  |           |            |                                              |           |  |  |  |
| 40%                             | and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. |                                                                                                                                                                       |                                       |                              |                                  |           |            |                                              |           |  |  |  |
| 30%                             | monetary and no client rights and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | sidered determinations and<br>on-monetary issues pertaini<br>responsibilities as they pert<br>o request or need interpreti                                            | ng to the<br>ain to be                | Illinois Une<br>nefit progra | employm                          | ient Insi | ırance     | e Act; ex                                    | cplains   |  |  |  |
| 10%                             | 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                       |                                       |                              |                                  |           |            |                                              |           |  |  |  |
| DIRECTOR OF                     | MS SICNATURE IM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MEDIATE SUPERVISOR SIGNAT                                                                                                                                             |                                       | GENCY HEA                    |                                  |           | į          | "                                            | DATE      |  |  |  |
| 1 1                             | 27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | MAR 2 8 2019                                                                                                                                                          |                                       | thomas,                      | 1-16                             | em        | ابح        | 03/                                          | 22/2019   |  |  |  |
| MS-194 (Rev. 10/9               | 24) 11, 404, 0704                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                       | <u>l</u>                              |                              | <u> </u>                         |           |            | L                                            |           |  |  |  |
| Bus Ma                          | Dus Mayes 439-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                       |                                       |                              |                                  |           |            |                                              |           |  |  |  |

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

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

16. (CONTINUED)

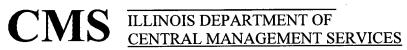
employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling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



| 1. POSITION TITLE                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | WOI      | WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE |          |         |                                                                            | 2. POSITION NUMBER                           |                                 |                |         |                  |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------|----------|---------|----------------------------------------------------------------------------|----------------------------------------------|---------------------------------|----------------|---------|------------------|
| Existing Position                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>†</b> |                                                                         | CODE     | - OP1   | .511 50DE                                                                  |                                              |                                 |                |         |                  |
| New/Revised Position Employment Security Service Representative        | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |          | <u>,</u>                                                                | 29       |         | SS                                                                         | 13667                                        | -44-51-                         | 107-3°         | 1-31    |                  |
| 3. AGENCY                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | 4. BUREAU/ DIVISION                                                     |          |         |                                                                            | 5. EXMT<br>CODE                              | 6. WORK<br>COUNTY               | 7. A/I<br>AUTH | 8.AUDIT | 9. OFFICE<br>USE |
| Existing Position                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                                                         |          |         |                                                                            |                                              |                                 |                |         |                  |
| New/Revised Position IL Department of Emplo                            | oyment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | Service Delivery/ F                                                     | ield Ope | eration | s                                                                          | 0                                            | 016                             | Υ              | R       |                  |
| 10. SECTION                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | 11. UNIT                                                                |          |         |                                                                            | 12. TRANSACTION 13. EFFECTIVE DATE CODE      |                                 |                |         | E DATE           |
| Existing Position                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ÷        |                                                                         |          |         |                                                                            |                                              |                                 |                | 02/16/  | 2019             |
| New/Revised Position Chicago Region/ Pilser                            | Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |          | Service Unit II                                                         |          |         |                                                                            | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE |                                 |                |         |                  |
| 14. WORK LOCATION                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | 15. BARGAINING/TERM CODE Rutan Exempt                                   |          |         | ☐ MC022 EXEMITY CODE CHARGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY |                                              |                                 |                |         |                  |
| Existing Position                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | 10. 5/1/0/1/1/10//2/1                                                   |          |         |                                                                            | MC0                                          | 27 ADDIT<br>28 WORK<br>21 ABOLI | COUNT          |         |                  |
| New/Revised Position<br>1700 West 18th Street                          | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | RC062    | <u> </u>                                                                |          | N       | MC1                                                                        | 49 DOWN<br>50 LATER                          | WARD I                          | LLOCATIO       | ON      |                  |
| Chicago, IL  % OF TIME 16. COM                                         | L L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |          |                                                                         |          |         |                                                                            |                                              |                                 |                |         |                  |
| Under g placeme Unempl and Sta Insuran unempl and pre worksite who rec | Under general direction, for an assigned area, performs more complex employment service and job obacement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. |          |                                                                         |          |         |                                                                            |                                              |                                 |                |         |                  |
|                                                                        | <ol> <li>Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</li> <li>Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |          |                                                                         |          |         |                                                                            |                                              |                                 |                |         |                  |
|                                                                        | suitable job openings as listed in job order records or available through automated files; providing the providing selected jobs and job interviewing procedures; verifies and placements. As directed, travels to perform these duties. Utilizes Spanish language to assist who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |                                                                         |          |         |                                                                            |                                              | s; provies<br>es and            | des<br>records |         |                  |
| DIRECTOR OF CMS SIGNA                                                  | Who request of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |          | I interpretive services.  IATE SUPERVISOR SIGNATURE   AGENCY HEAD       |          |         | AD SIGNATURE DATE                                                          |                                              |                                 | ATE            |         |                  |
| DIRECTOR OF CMS SIGNA                                                  | 27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | •        | MAD 2 0 2040                                                            |          | 46      | ema<br>by                                                                  | sch<br>Sa                                    | an                              | ند=            | 03/2    | 22/2019          |

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

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



| 1. POSITION TIT                                 | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | BILINGUAL<br>CODE                   | POSITION TITLE<br>OPTION CODE        | 2. POS               | ITION NU                        | MBER              |                                                                             |                                       |  |  |  |  |
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| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |                                      |                      |                                 |                   |                                                                             |                                       |  |  |  |  |
| New/Revised Position Employment S Service Repre | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 29                                  | SS                                   | 13667                | '-44-53-                        | 101-4             | 1-31                                                                        |                                       |  |  |  |  |
| 3. AGENCY                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                     |                                      | 5. EXMT<br>CODE      | 6. WORK<br>COUNTY               | 7. A/I<br>AUTH    | 8.AUDIT                                                                     | 9. OFFICE<br>USE                      |  |  |  |  |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |                                      |                      |                                 |                   |                                                                             |                                       |  |  |  |  |
| New/Revised Position                            | t of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Service Delivery/ Fig                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service Delivery/ Field Operations  |                                      |                      |                                 |                   | R                                                                           |                                       |  |  |  |  |
| 10. SECTION                                     | t of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 11. UNIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                     |                                      |                      |                                 |                   | 12. TRANSACTION 13. EFFECTIVE DAT                                           |                                       |  |  |  |  |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     | <del></del>                          | CODE                 |                                 |                   |                                                                             |                                       |  |  |  |  |
|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |                                      | 02/16/2019           |                                 |                   |                                                                             |                                       |  |  |  |  |
| New/Revised Position  Metro South F             | Region/ Harvey Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Service Unit III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                     |                                      |                      |                                 |                   | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE |                                       |  |  |  |  |
| 14. WORK LOCA                                   | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 15. BARGAINING/TERM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CODE                                | Rutan<br>Exempt                      | _ ⊠ MCd              | 26 CLARI                        | FY                |                                                                             |                                       |  |  |  |  |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |                                      | ☐ MCC                | 27 ADDIT<br>28 WORK<br>21 ABOLI | COUN              |                                                                             |                                       |  |  |  |  |
| New/Revised Position                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |                                      |                      |                                 |                   | REALLOC                                                                     |                                       |  |  |  |  |
| Harvey, IL                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | RC062                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                     | N                                    | ☐ MC1                | 50 LATER                        | RAL REA           | LLOCATION                                                                   | ON                                    |  |  |  |  |
| % OF TIME                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | AND ACCURATE STATEMENT AND ACCURATE STATEMENT FOR AN ASSIGNED AREA, PERFORMANT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE STATEMENT AND ACCURATE |                                     |                                      | SENTIAL              | FUNCT                           | ONS               |                                                                             |                                       |  |  |  |  |
| 40%                                             | Insurance and/or Wagne unemployment related is and prepares reports; may worksites in the service of who request or need interest of the service of the service of the service of the service of the service of the service delivery arequest or need to service delivery arequest or need to service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the servi | Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                             |                                     |                                      |                      |                                 |                   |                                                                             |                                       |  |  |  |  |
| 30%                                             | monetary and no<br>client rights and<br>assist clients wh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | on-monetary issues pertaining responsibilities as they perto request or need interpreting the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the st | ng to the<br>ain to be<br>ve servic | Illinois Une<br>enefit progra<br>es. | employm<br>ıms. Util | ient Insu<br>izes Spa           | irance<br>anish l | e Act; ex<br>languag                                                        | kplains<br>je to                      |  |  |  |  |
| 10%                                             | 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and recorplacements. As directed, travels to perform these duties. Utilizes Spanish language to assist client who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |                                      |                      |                                 |                   |                                                                             | selects<br>ides<br>records<br>clients |  |  |  |  |
| DIRECTOR OF (                                   | CMS SIGNATURE IMI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MEDIATE SUPERVISOR SIGNAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | URE   A                             | AGENCY HEA                           |                      |                                 | 1                 |                                                                             | DATE                                  |  |  |  |  |
|                                                 | and orde                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     | thomas.                              | 1 70                 | in                              | <u> </u>          | 03/                                                                         | 22/2019                               |  |  |  |  |
| VIS-104 (Rev. 10/9                              | 1) IL 401-0792;<br>1) 21-29-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | MAR 2 8 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |                                      |                      |                                 |                   |                                                                             |                                       |  |  |  |  |
| My Maj                                          | y 42719                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | L.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                     |                                      |                      |                                 |                   |                                                                             |                                       |  |  |  |  |

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

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



| 1. POSITION TITL                                | .E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Two      | RKING TITLE (IF ANY)                                                                                                                                                                                                             | BILINGUAL | POSITIO                                | ION TITLE<br>ON CODE                             | 2. POSI         | TION NUI                                 | /BER           |           |                  |  |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------|--------------------------------------------------|-----------------|------------------------------------------|----------------|-----------|------------------|--|
| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | †        | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                            | CODE      | UPIIC                                  | OUDE                                             |                 | <u></u> -                                |                |           |                  |  |
| New/Revised Position Employment S Service Repre |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                                                                                                                                                                                                                  | 29        | 5                                      | SS                                               | 13667           | -44-53-1                                 | 04-3           | 1-31      |                  |  |
| 3. AGENCY                                       | ociiidii <b>ve</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |          | 4. BUREAU/ DIVISION                                                                                                                                                                                                              | <b></b>   | ш                                      |                                                  | 5. EXMT<br>CODE | 6. WORK<br>COUNTY                        | 7. A/I<br>AUTH | 8.AUDIT   | 9. OFFICE<br>USE |  |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                                                                                                                                                                                                                  |           |                                        |                                                  |                 |                                          |                |           |                  |  |
| New/Revised Position                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | Service Deliver / Fi                                                                                                                                                                                                             | ald Oac   | rations                                | <del>,                                    </del> | 0               | 016 Y                                    |                | R         |                  |  |
| IL Department                                   | of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |          | Service Delivery/ Fig. 11. UNIT                                                                                                                                                                                                  | -         | U<br>12. TRAN                          | E DATÉ                                           |                 |                                          |                |           |                  |  |
| 10. SECTION  Existing Position                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | 11. UNII                                                                                                                                                                                                                         |           | ************************************** |                                                  | CODE            |                                          |                |           |                  |  |
| Evidend Logidon                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                                                                                                                                                                                                                  |           | 02/16/2019                             |                                                  |                 |                                          |                |           |                  |  |
| New/Revised Position                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | Service Unit II                                                                                                                                                                                                                  |           | ☐ MA021 ESTABLISH                      |                                                  |                 |                                          |                |           |                  |  |
| Metro South R                                   | legion/ Burbank Local Of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | fice     | OCIVICE OTHER                                                                                                                                                                                                                    |           |                                        | Rutan                                            | ☐ MC0           | 22 EXEMP<br>24 POSITI                    | T COD          |           |                  |  |
| 14. WORK LOCA                                   | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |          | 15. BARGAINING/TERM                                                                                                                                                                                                              | CODE      |                                        | Rutan<br>Exempt                                  | ⊠ MC0           | 26 CLARII                                | FΥ             |           |                  |  |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                                                                                                                                                                                                                  |           | Ţ                                      | }                                                |                 | 27 ADDIT<br>28 WORK                      | COUNT          |           |                  |  |
| New/Revised Position                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                                                                                                                                                                                                                  |           | +                                      |                                                  |                 | 21 ABOLIS<br>49 DOWN                     | -              | REALLOCA  | ATION            |  |
| Burbank, IL                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | RC062                                                                                                                                                                                                                            |           |                                        | N                                                | ☐ MC1           | 50 LATER<br>58 UPWA                      | AL REA         | ALLOCATIO | ON               |  |
| % OF TIME                                       | 16. COMPLETE CURREN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | T AND    | ACCURATE STATEME                                                                                                                                                                                                                 | NT OF P   | OSITIC                                 | N ESS                                            | ENTIAL          | FUNCTI                                   | ONS            |           |                  |  |
| 40%                                             | Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. |          |                                                                                                                                                                                                                                  |           |                                        |                                                  |                 |                                          |                |           |                  |  |
| 30%<br>10%                                      | <ol> <li>Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explacient rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language transist clients who request or need interpretive services.</li> <li>Interviews job seekers, taking or updating work history; assesses client skills and refers clients the employers for job interviews and/or to partner agencies for additional employment services; selected suitable job openings as listed in job order records or available through automated files; provided clients with information regarding selected jobs and job interviewing procedures; verifies and records or available through automated files; provided clients. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                                                                                                                                                                                                                                  |           |                                        |                                                  |                 | e to<br>s to<br>elects<br>des<br>records |                |           |                  |  |
| DIRECTOR OF C                                   | who request or<br>CMS SIGNATURE II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | MEDIA    | TE SUPERVISOR SIGNAT                                                                                                                                                                                                             |           |                                        |                                                  | SIGNAT          |                                          | :              |           | ATE              |  |
| i 🔉                                             | el Post.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <u> </u> | en de la companya de la companya de la companya de la companya de la companya de la companya de la companya de<br>La companya de la companya de la companya de la companya de la companya de la companya de la companya de la co |           | th                                     | ma                                               | -Sa             | em                                       | انۃ            | 03/2      | 22/2019          |  |

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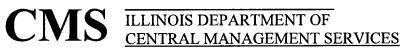
| % OF TIME            | J) 16 COM            | DI ETE CLIDDENIT AND                                                                                               | ACCURATE STATEMENT OF POSITI                                                                                                                  | ON ESSENT                                                           | TIAL FUNCTIONS (Continued)                                                                                                                                                                                                         |
|----------------------|----------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10%                  | 4.                   | Determines client U<br>recommendations to<br>to referring employe                                                  | Inemployment Insurance and/o address employment and une                                                                                       | r Wagner-<br>employme<br>iness Serv                                 | Peyser related needs and provides nt related issues, including but not limited vices, identifying barriers to employment                                                                                                           |
| 05%                  | 5.                   | pending adjudication cases. Loads and experience including but not limit (IBIS) and GenTax. inquiries to supervise | on report in order to maintain time<br>extracts data related to job place<br>nited to the IL Labor Exchange<br>. Evaluates and reports comput | neliness in<br>ements an<br>system, th<br>er errors o<br>efficiency | ews individual caseload activity on the the completion of pending adjudication d/or claims using automated systems lillinois Benefit Information System or deficiencies discovered in analysis of assessments and recommendations. |
| 05%                  | 6.                   | Performs other duti<br>enumerated above.                                                                           | . •                                                                                                                                           | ch are rea                                                          | sonably within the scope of the duties                                                                                                                                                                                             |
| conducting           | and sig              | AND NUMBER OF IMM ning performance evalured this position.)                                                        | MEDIATE SUPERVISOR (Respons<br>uations; effectively recommending                                                                              | ible for assi<br>and imposir                                        | igning and reviewing work, preparing,<br>ng disciplinary action and adjusting grievances                                                                                                                                           |
|                      |                      |                                                                                                                    |                                                                                                                                               | WOR                                                                 | KING TITLE (IF ANY)                                                                                                                                                                                                                |
| Employment           | Security             | Field Office Supervi                                                                                               | isor 13600-44-53-104-30-01                                                                                                                    |                                                                     |                                                                                                                                                                                                                                    |
| 18. CHECK TH         | IE APPR              | OPRIATE BOX IF THIS                                                                                                | S POSITION IS A:                                                                                                                              |                                                                     |                                                                                                                                                                                                                                    |
| SUPER                | RVISOR               | OR ☐ LEAD W                                                                                                        | VORKER                                                                                                                                        |                                                                     |                                                                                                                                                                                                                                    |
| tir                  | ne perce<br>as check | entage(s) allotted.                                                                                                | ponsibilities must be described title, position number, and number                                                                            |                                                                     | ed duty statement(s) with a ate incumbents or authorized funded                                                                                                                                                                    |
|                      | Position             | r Title                                                                                                            | Position Number                                                                                                                               |                                                                     | No. of Incumbents or Funded Vacancies                                                                                                                                                                                              |
| N/A                  |                      |                                                                                                                    |                                                                                                                                               |                                                                     |                                                                                                                                                                                                                                    |
|                      |                      |                                                                                                                    |                                                                                                                                               |                                                                     |                                                                                                                                                                                                                                    |
|                      |                      |                                                                                                                    |                                                                                                                                               |                                                                     |                                                                                                                                                                                                                                    |
|                      |                      |                                                                                                                    |                                                                                                                                               |                                                                     |                                                                                                                                                                                                                                    |
| PERFORM<br>ABILITIES | MANCE (<br>S AND LI  | OF THE WORK OF TH                                                                                                  | IS POSITION. NOTE: SINCE THE                                                                                                                  | RE ARE N                                                            | N NECESSARY FOR THE SUCCESSFUL<br>IOW SEVERAL OPTIONS OF SKILLS AND<br>HE PHRASE "SAME AS SPECIFICATION"                                                                                                                           |
|                      |                      | skill and mental dev                                                                                               | velopment equivalent to the con                                                                                                               | pletion of                                                          | four years of college with academic                                                                                                                                                                                                |

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



| Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpressions, rules, regular insurance benefit en Peyser and Workford provisions, rules, regular insurance benefit en Peyser and Workford provisions, rules, regular insurance benefit en Peyser and Workford provisions, rules, regular insurance benefit en Peyser and Workford provisions, rules, regular insurance benefit en Peyser and Workford provisions, rules, regular insurance delivery unique initial or control explains case dispossifederally mandated of Education and Train service delivery area request or need interpression in the service delivery and non-modient rights and respectively.  2. Conducts reconsider monetary and non-modient rights and respectively assist clients who respectively.  3. Interviews job seeke employers for job into suitable job opening clients with informat placements. As directly who request or need interpression in the service delivery area request or need interpression.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | BILINGUAL<br>CODE                             | POSITION TITLE<br>OPTION CODE                                    | 2. POSITION NUMBER                         |                                           |                                |                                              |                                      |  |
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| Employment Security Service Representative  3. AGENCY Existing Position IL Department of Employment Security  10. SECTION Existing Position  New/Revised Position Metro South Region/ Burbank Local Office  14. WORK LOCATION Existing Position  New/Revised Position  Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issued and prepares reports; makes worksites in the service deliwing who request or need interpretation in the service deliving insurance benefit en Peyser and Workford provisions, rules, regulating case dispose federally mandated of Education and Train service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation.  30%  2. Conducts reconsider monetary and non-molient rights and response assist clients who really the service delivery area request or need interpretation. As directly informating the service delivery area request or need interpretation. As directly informating the service delivery area assist clients who really informating placements. As directly who request or need interpretation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                                  |                                            |                                           |                                |                                              |                                      |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 29                                            | SS                                                               | 13667                                      | -44-53-                                   | 104-4                          | 1-31                                         |                                      |  |
| New/Revised Position  IL Department of Employment Security  10. SECTION  Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Position  New/Revised Positio | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4. BUREAU/ DIVISION                           |                                                                  |                                            | 6. WORK<br>COUNTY                         | 7. A/I<br>AUTH                 | 8.AUDIT                                      | 9. OFFICE<br>USE                     |  |
| IL Department of Employment Security  10. SECTION  Existing Position  Metro South Region/ Burbank Local Office  14. WORK LOCATION  Existing Position  Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN  Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpretation in the provisions, rules, regulating case dispose federally mandated and Education and Train service delivery area request or need interpretation in the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisi |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                                  |                                            |                                           |                                |                                              |                                      |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Canting Delivery/Fi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 0                                             | 016                                                              | Y                                          | R                                         |                                |                                              |                                      |  |
| New/Revised Position  Metro South Region/ Burbank Local Office  14. WORK LOCATION  Existing Position  New/Revised Position  Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpressions, rules, regical claims issues, intervunique initial or contexplains case disposs federally mandated of Education and Train service delivery area request or need interpressions. The provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the  | Service Delivery/ Fi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 12. TRANSACTION 13. EFFECT                    |                                                                  |                                            |                                           | E DATE                         |                                              |                                      |  |
| New/Revised Position  Metro South Region/ Burbank Local Office  14. WORK LOCATION  Existing Position  Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN  Under general direction, for a placement functions and une Unemployment Insurance, W and State statutory provision Insurance and/or Wagner-Pe unemployment related issues and prepares reports; makes worksites in the service deliv who request or need interpretation in the service delivery area request or need interpretation in the provisions, rules, regulation contexplains case disposing federally mandated of Education and Train service delivery area request or need interpretation in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision in the provision  | 11. UNIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               |                                                                  | CODE                                       |                                           |                                |                                              |                                      |  |
| Metro South Region/ Burbank Local Office  14. WORK LOCATION  Existing Position  Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN  Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpretation in the service deliving who request or need interpretation in the service deliving who request or need interpretation in the service delivery area are request or need interpretation and Train service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area in the service delivery area area.  30%  2. Conducts reconside monetary and non-more client rights and responsible poblements who remains a service delivery area area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                                  | 02/16/2019                                 |                                           |                                |                                              |                                      |  |
| 14. WORK LOCATION  Existing Position  Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service delive who request or need interpressional insurance benefit en Peyser and Workford provisions, rules, reclaims issues, intervunique initial or contexplains case disposfederally mandated of Education and Train service delivery area request or need interpressions.  30%  2. Conducts reconside monetary and non-nouncing client rights and responses to lients who response for job into suitable job opening clients with informat placements. As direwho request or need to response to the provisions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               | · .                                                              | <b>-</b>                                   |                                           |                                |                                              |                                      |  |
| New/Revised Position Burbank, IL  16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, W and State statutory provision Insurance and/or Wagner-Pe unemployment related issues and prepares reports; makes worksites in the service deliv who request or need interpretation of the provisions, rules, regulational case dispose federally mandated of Education and Train service delivery area request or need interpretation of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provis | Service Unit III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                               |                                                                  | ☐ MC0                                      | 21 ESTAB<br>22 EXEMI                      | PT COD                         |                                              |                                      |  |
| New/Revised Position Burbank, IL  % OF TIME  16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, W and State statutory provision Insurance and/or Wagner-Pe unemployment related issues and prepares reports; makes worksites in the service deliv who request or need interpretation of the provisions, rules, regulational case disposing federally mandated of Education and Train service delivery area request or need interpretation of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision of the provision  | 15. BARGAINING/TERM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 CODE                                        | Rutan<br>Exempt                                                  |                                            | 24 POSIT<br>26 CLARII                     |                                | MBER CHA                                     | ANGE                                 |  |
| Burbank, IL    16. COMPLETE CURRENT AND   Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpretation of the provisions, rules, regulating case disposs federally mandated of Education and Train service delivery area request or need interpretation of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the pro |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                                  | 1 🗖 мс∘                                    | 27 ADDIT<br>28 WORK                       | IONAL I                        |                                              |                                      |  |
| Burbank, IL    16. COMPLETE CURRENT AND   Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpretation of the provisions, rules, regulating case disposs federally mandated of Education and Train service delivery area request or need interpretation of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the provisions of the pro |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                                  |                                            | 21 ABOLI                                  | SH                             |                                              |                                      |  |
| Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpressions, rules, regularing case disposs federally mandated of Education and Train service delivery area request or need interpressions.  2. Conducts reconside monetary and non-maching client rights and responsions to the comployers for job into suitable job opening clients with informat placements. As direwho request or need interpressions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | RC062                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | . –                                           | N                                                                |                                            | 49 DOWN<br>50 LATER                       |                                |                                              |                                      |  |
| Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Pe unemployment related issues and prepares reports; makes worksites in the service deliv who request or need interpressions, rules, registration claims issues, intervunique initial or contexplains case disposs federally mandated of Education and Train service delivery area request or need intes assist clients who resultable job opening clients with informat placements. As direwho request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need intes who request or need interest in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions in the statutory provisions | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                               |                                                                  |                                            | 58 UPWA                                   |                                | LLOCATION                                    | ON                                   |  |
| monetary and non-nounce client rights and responsible to the client rights and responsible to the client rights and responsible to the clients who reduced to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and responsible to the client rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rights and rig | placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. |                                               |                                                                  |                                            |                                           |                                |                                              |                                      |  |
| employers for job int<br>suitable job opening<br>clients with informat<br>placements. As dire<br>who request or need                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | red determinations and<br>conetary issues pertaini<br>consibilities as they pert<br>quest or need interpreti                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ng to the<br>tain to be                       | Illinois Une<br>nefit progra                                     | mploym                                     | ient Insu                                 | ırance                         | e Act; ex                                    | (plains                              |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | erviews and/or to partn<br>s as listed in job order r<br>on regarding selected j<br>cted, travels to perform<br>interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | er agenc<br>ecords o<br>obs and j<br>these du | ies for addit<br>r available t<br>ob interviev<br>ties. Utilizes | ional en<br>hrough<br>ving pro<br>S Spanis | nployme<br>automat<br>cedures<br>sh langu | ent sei<br>ted file<br>; verif | rvices; s<br>es; prov<br>ies and<br>o assist | elects<br>ides<br>records<br>clients |  |
| DIRECTOR OF CMS SIGNATURE IMMED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ATE SUPERVISOR SIGNAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                               | GENCY HEAD                                                       |                                            |                                           | . 4                            | [                                            | DATE                                 |  |
| Janel Jorde                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Section 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                               | br                                                               | 1 Je                                       | in                                        | ا نعتر                         | 03/                                          | 22/2019                              |  |
| MS-104 (Rev. 10/94) (L/401-0794                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | MAR 2 8 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                               |                                                                  |                                            |                                           |                                |                                              |                                      |  |
| MS-104 (Rev. \$6/94) (LA01-0794                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ! !)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ı                                             |                                                                  |                                            |                                           |                                |                                              |                                      |  |

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

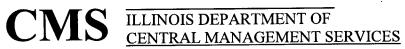


| Existing Position                            | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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POS                                                                                                                                |                                                                                                                                           |                                                                                                                                        |                                                                                                                                                  |                                                                                   |  |
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|
| 40%                                          | Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     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| 10%                                          | provisions, rules, claims issues, int unique initial or cexplains case dis federally mandate Education and Treservice delivery a request or need in the complete service and the complete service and the complete service delivery and request or need in the complete service delivery and request or need in the complete service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service s | regulations and requirement regulations and requirement regulations and requirement regulations, and requirement regulation on tinued claims; makes may be a quality and timeliness regulation and timeliness regulations are to perform assigned conterpretive services.  Idered determinations and responsibilities as they perform responsibilities as they perform the request or need interpretive services.  In the regulation of the performation regarding selected directed, travels to perform                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | on in compents. Adjudent providing the swritten metrics as A) handbout ties. Utilis I accepts a sing to the ream to be tive service work historier agencing to the propose and just these duffers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | diance with dicates morng eligibility int decisions determinated fined by ok. As directors Spanis appeals; healthing une fit programes.  Ty; assesses for additional available the interview ites. Utilizes             | Federa netary a determ s; inves ions; m the U.S cted, tra h langu ars, cor mploym ms. Util s client ional er hrough ving pro s Spanis | I and Stand nonnations tigates, eets and Depart vels to vage to a siders a siders and sizes Spanskills and automaticedures shi languaruse | ate stanoneta<br>for corresea<br>l/or ex<br>ment<br>vorksi<br>ssist of<br>and addirance<br>anish l<br>d referent<br>ed file<br>; verif | atutory ary bencomplex riches a ceeds for Laborates in the clients was a language are client rvices; ses; provies and a assist                   | er- efit or nd the or ne who es explains ge to ts to selects ides records         |  |
| 10%                                          | provisions, rules, claims issues, int unique initial or cexplains case dis federally mandate Education and Treservice delivery a request or need in the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of the complete service of th | regulations and requirement regulations and requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requirement requiremen | on in compents. 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Utilis I accepts a sing to the ream to be tive service work historier agencing to the propose and just these duffers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | dicates with dicates morng eligibility int decisions determinat defined by ok. As directly as Spanis appeals; head lillinois Unenefit programes.  Ty; assessed es for additional available the interview dies. Utilizes | Federa netary a determ s; inves ions; m the U.S cted, tra h langu ars, cor mploym ms. Util s client ional er hrough ving pro          | I and Stand nonnations tigates, eets and Depart vels to vage to a siders a siders and sizes Spanskills and automaticedures shi languaruse | ate stanoneta<br>for corresea<br>l/or ex<br>ment<br>vorksi<br>ssist of<br>and addrance<br>anish l<br>d referent<br>serifications       | atutory ary ben- complex rches a cceeds f of Labo ites in th clients v ljudicate e Act; ex languag ers clien rvices; s es; prov ies and o assist | er- efit or nd the or ne who es explains ge to ts to selects ides records clients |  |

| 16. (CONTINUE        | 2)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                   |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| % OF TIME            | 16 COM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | PLETE CURRENT AND                                                 | ACCURATE STATEMENT OF POSITION E                                              | ESSENTIAL FUNCTIONS (Continued)                                                                                                            |  |  |  |  |  |  |
| 10%                  | 4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Determines client U recommendations to referring employe          | Inemployment Insurance and/or Wa                                              | agner-Peyser related needs and provides bloyment related issues, including but not limited as Services, identifying barriers to employment |  |  |  |  |  |  |
| 05%                  | <ol> <li>Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.</li> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties</li> </ol> |                                                                   |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
| 05%                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | enumerated above.                                                 |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
| conducting           | g and sigi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | AND NUMBER OF IMM<br>ning performance evalu<br>of this position.) | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and         | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                         |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                   |                                                                               | WORKING TITLE (IF ANY)                                                                                                                     |  |  |  |  |  |  |
| Employment           | Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Field Office Supervi                                              | isor 13600-44-53-105-30-31                                                    |                                                                                                                                            |  |  |  |  |  |  |
| 18. CHECK TH         | IE APPR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | OPRIATE BOX IF THIS                                               | S POSITION IS A:                                                              |                                                                                                                                            |  |  |  |  |  |  |
| ☐ SUPE               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                   |                                                                               | , detailed duty etatement(e) with a                                                                                                        |  |  |  |  |  |  |
| tiı                  | me perce<br>as check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | entage(s) allotted.                                               | ponsibilities must be described in a title, position number, and number of su | ubordinate incumbents or authorized funded                                                                                                 |  |  |  |  |  |  |
|                      | Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | r Title                                                           | Position Number                                                               | No. of Incumbents or Funded Vacancies                                                                                                      |  |  |  |  |  |  |
| N/A                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                   |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                   |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                   |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                   |                                                                               |                                                                                                                                            |  |  |  |  |  |  |
| PERFORM<br>ABILITIES | MANCE (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | OF THE WORK OF TH                                                 | IS POSITION. NOTE: SINCE THERE                                                | ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"                         |  |  |  |  |  |  |
| ABILITIES            | S AND LI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>CENSURE OR CERTI</b>                                           |                                                                               |                                                                                                                                            |  |  |  |  |  |  |

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client

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

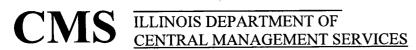


| 1. POSITION TITL                     | F                                                  | WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER |                                                                                                                                             |                      |                 |                                         |                                         |                                 |                 |                     |           |  |
|--------------------------------------|----------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------|-----------------------------------------|-----------------------------------------|---------------------------------|-----------------|---------------------|-----------|--|
| Existing Position                    |                                                    |                                                                    | (,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,                                                                                                     | CODE                 | OPT             | ION CODE                                |                                         |                                 |                 |                     |           |  |
|                                      |                                                    |                                                                    |                                                                                                                                             |                      | -               |                                         |                                         |                                 |                 |                     |           |  |
| New/Revised Position<br>Employment S | ecurity                                            |                                                                    |                                                                                                                                             | 29                   |                 | ss                                      | 13667                                   | <b>-</b> 44-54-                 | 102-4           | 1-31                | 1         |  |
| Service Repres                       |                                                    |                                                                    |                                                                                                                                             |                      |                 |                                         | 5. EXMT   6. WORK   7. A/I              |                                 |                 |                     | 9. OFFICE |  |
| 3. AGENCY                            |                                                    |                                                                    | 4. BUREAU/ DIVISION                                                                                                                         |                      |                 |                                         | 5. EXMT<br>CODE                         | COUNTY                          | AUTH            | 8.AUDIT             | USE       |  |
| Existing Position                    |                                                    |                                                                    |                                                                                                                                             |                      |                 |                                         |                                         |                                 |                 |                     |           |  |
| New/Revised Position                 |                                                    |                                                                    | Service Delivery/ Fi                                                                                                                        | eld Ope              | ration          | ıs                                      | 0                                       | 101                             | Υ               | R                   |           |  |
| IL Department  10. SECTION           | of Employment Security                             |                                                                    | 11. UNIT                                                                                                                                    |                      |                 |                                         |                                         | 12. TRANSACTION 13. EFFECTIVE D |                 |                     |           |  |
| Existing Position                    |                                                    |                                                                    | 11. 01111                                                                                                                                   |                      |                 |                                         | CODE                                    |                                 | +               |                     |           |  |
| Existing Footion                     |                                                    |                                                                    |                                                                                                                                             |                      |                 |                                         | 02/16/2019                              |                                 |                 |                     |           |  |
| New/Revised Position                 |                                                    |                                                                    | Service Unit II                                                                                                                             |                      |                 |                                         | ☐ MA021 ESTABLISH                       |                                 |                 |                     |           |  |
| Northern Region                      | on/ Rockford Local Office                          |                                                                    | Service Official                                                                                                                            |                      |                 |                                         | ☐ MC0                                   | 22 EXEM                         | PT COD          |                     |           |  |
| 14. WORK LOCA                        | TION                                               |                                                                    | 15. BARGAINING/TERM                                                                                                                         | 1 CODE               |                 | Rutan<br>Exempt                         |                                         | 24 POSIT<br>26 CLARI            |                 | MBER CHA            | ANGE      |  |
| Existing Position                    |                                                    |                                                                    |                                                                                                                                             |                      |                 |                                         |                                         | 27 ADDIT<br>28 WORK             |                 |                     |           |  |
|                                      |                                                    |                                                                    |                                                                                                                                             |                      |                 |                                         |                                         | 21 ABOLI                        | SH              |                     |           |  |
| New/Revised Position                 |                                                    |                                                                    | RC062                                                                                                                                       |                      |                 | N                                       |                                         | 49 DOWN<br>50 LATER             |                 |                     |           |  |
| Rockford, IL                         | 40 COMPLETE OURDEN                                 | F ANID A                                                           |                                                                                                                                             |                      | OCITI           |                                         | ☐ MC1                                   | 58 UPWA                         | RD REA          |                     |           |  |
| % OF TIME                            | 16. COMPLETE CURRENT Under general direction,      | for an a                                                           | essigned area nerfo                                                                                                                         | rms mo               | re con          | nnlex ei                                | nnlovm                                  | ent serv                        | ice at          | nd iob              |           |  |
|                                      | placement functions and                            | unemp                                                              | blovment insurance b                                                                                                                        | enefit e             | ntitler         | nent res                                | solution                                | s under                         | provis          | sion of             | ,         |  |
|                                      | Unemployment Insurance                             | e, Wag                                                             | ner-Peyser and Wor                                                                                                                          | kforce I             | nvestr          | ment leg                                | gislatior                               | in com                          | pliand          | e with F            | ederal    |  |
|                                      | and State statutory provi                          | sions, r                                                           | ules, regulations and                                                                                                                       | d require            | ement           | ts; deter                               | mines o                                 | client Ur                       | empl            | oyment              |           |  |
|                                      | Insurance and/or Wagne                             | r-Peys                                                             | er related needs and                                                                                                                        | provide              | es rec          | ommen                                   | dations                                 | to addre                        | ess er          | nploym              | ent and   |  |
|                                      | unemployment related is and prepares reports; many | sues; K                                                            | oads and extracts da                                                                                                                        | ita using            | g auto          | mated s                                 | systems<br>nendati                      | one Ae                          | direct          | ed trav             | els to    |  |
|                                      | worksites in the service                           | akes se<br>deliverv                                                | area to perform ass                                                                                                                         | ianed d              | s and<br>uties. | Utilizes                                | Spanis                                  | h langu                         | age to          | assist              | clients   |  |
| . <b>i</b>                           | who request or need inte                           |                                                                    |                                                                                                                                             |                      |                 | • • • • • • • • • • • • • • • • • • • • | - p                                     |                                 |                 |                     |           |  |
|                                      | ·                                                  | -                                                                  |                                                                                                                                             |                      |                 |                                         |                                         |                                 |                 |                     |           |  |
| 40%                                  | Performs more of                                   | complex                                                            | lex employment service and job placement functions and unemployment itlement resolutions under provision of Unemployment Insurance, Wagner- |                      |                 |                                         |                                         |                                 |                 | l<br>or             |           |  |
|                                      | insurance benef                                    | it entitle                                                         | ement resolutions un<br>Investment legislation                                                                                              | aer prov             | /ISION          | of Uner                                 | npioym<br>Federa                        | ent insu<br>Land St             | rance<br>ate et | , vvagni<br>stutorv | er-       |  |
|                                      | Peyser and vvor                                    | regula                                                             | investment legislation<br>ations and requireme                                                                                              | nts Adi              | iplian          | tes mor                                 | reuera<br>ietarv a                      | nd nonn                         | nonet           | arv bene            | efit      |  |
|                                      | claims issues, in                                  | terview                                                            | ring, investigating, ar                                                                                                                     | nd provi             | ding e          | ligibility                              | determ                                  | inations                        | for c           | omplex              | or        |  |
|                                      | unique initial or                                  | continue                                                           | ed claims; makes mi                                                                                                                         | ulti-clain           | nant d          | lecision                                | s; inves                                | tigates,                        | resea           | rches a             | nd        |  |
|                                      | explains case di                                   | spositio                                                           | ons to clients; provide                                                                                                                     | es writte            | n det           | erminati                                | ions; m                                 | eets and                        | l/or ex         | ceeds t             | he        |  |
|                                      | federally manda                                    | ted qua                                                            | lity and timeliness m                                                                                                                       | etrics a             | s defi          | ned by 1                                | the U.S                                 | . Depart                        | ment            | of Labo             | r         |  |
|                                      | Education and T                                    | raining                                                            | Administration (ETA perform assigned de                                                                                                     | v) nandr             | 000K. /         | As direc                                | itea, tra<br>h langu                    | veis to v                       | vorksi<br>eeiet | clients v           | vho       |  |
|                                      | request or need                                    |                                                                    |                                                                                                                                             | uu <del>c</del> a. U | un269           | υμαιτιο                                 | ii iangu                                | -90 10 a                        | JU131 1         | J., V               |           |  |
|                                      | ·                                                  | -                                                                  |                                                                                                                                             |                      |                 |                                         |                                         |                                 |                 |                     |           |  |
| 30%                                  | 2. Conducts recons                                 | sidered                                                            | determinations and                                                                                                                          | accepts              | appe            | eals; hea                               | ars, con                                | siders a                        | nd ac           | ljudicate           | es        |  |
|                                      | monetary and no                                    | on-mon                                                             | etary issues pertaini                                                                                                                       | ng to th             | e Illino        | ois Une                                 | mploym                                  | ent Insu                        | rance           | Act; ex             | (plains   |  |
|                                      | client rights and                                  | respon                                                             | sibilities as they per                                                                                                                      | ain to b             | enetit          | prograi                                 | ns. Utili                               | zes Spa                         | inisn           | anguag              | e to      |  |
|                                      | assist clients wr                                  | o reque                                                            | est or need interpreti                                                                                                                      | ve seiV              | UC3.            |                                         |                                         |                                 |                 |                     |           |  |
| 10%                                  | 3. Interviews job se                               | eekers.                                                            | taking or updating w                                                                                                                        | ork hist             | ory; a          | ssesse                                  | s client                                | skills an                       | d refe          | rs client           | ts to     |  |
|                                      | employers for io                                   | b interv                                                           | iews and/or to partn                                                                                                                        | er agen              | cies fo         | or additi                               | onal en                                 | าployme                         | nt sei          | vices; s            | elects    |  |
|                                      | suitable iob ope                                   | nings a                                                            | s listed in job order r                                                                                                                     | ecords               | or ava          | ailable tl                              | rough :                                 | automat                         | ed file         | es; provi           | des       |  |
|                                      | clients with infor                                 | mation                                                             | n regarding selected jobs and job interviewing procedures; verifies and record                                                              |                      |                 |                                         |                                         |                                 | records         |                     |           |  |
|                                      |                                                    |                                                                    | ed, travels to perform these duties. Utilizes                                                                                               |                      |                 |                                         | izes opanish language to assist clients |                                 |                 |                     | CHELLES   |  |
| DIRECTOR OF C                        |                                                    | MEDIAT                                                             | nterpretive services. TE SUPERVISOR SIGNATURE   AGENCY HEAD                                                                                 |                      |                 | AD SIGNATURE DATE                       |                                         |                                 | DATE            |                     |           |  |
|                                      | U meli                                             |                                                                    | The second second                                                                                                                           |                      | 40              | uma                                     | 3Ch                                     | em                              | =:              | 02"                 | 22/2019   |  |
| l <i>(1</i>                          | 27                                                 |                                                                    |                                                                                                                                             |                      |                 | D.                                      | - 20                                    | 03/                             | 2212019         |                     |           |  |

CMS-104 (Rev 10/94) IL 401-0794 TNis Mays 427 19 MAR 28 2019

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

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



| 1. POSITION TIT                                 | LE                                                                                                                                                                                                                                                                                                                      | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | BILINGUAL<br>CODE                               | POSITION TITLE<br>OPTION CODE                               | 2. POS                                       | ITION NU                                 | MBER                           |                                              |                                       |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------|----------------------------------------------|------------------------------------------|--------------------------------|----------------------------------------------|---------------------------------------|
| Existing Position                               |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1                                               |                                                             |                                              | -                                        |                                |                                              |                                       |
| New/Revised Position Employment S Service Repre |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 29                                              | ss                                                          | 13667                                        | '-44-54-                                 | 105-2                          | 1-31                                         |                                       |
| 3. AGENCY                                       | escritative                                                                                                                                                                                                                                                                                                             | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <u> </u>                                        |                                                             | 5. EXMT<br>CODE                              | 6. WORK<br>COUNTY                        | 7. A/I<br>AUTH                 | 8.AUDIT                                      | 9. OFFICE<br>USE                      |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                 |                                                             |                                              |                                          |                                |                                              |                                       |
| New/Revised Position                            | ·                                                                                                                                                                                                                                                                                                                       | Service Delivery/ F                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ield Oner                                       | ations                                                      | 0                                            | 045                                      | Υ                              | R                                            |                                       |
| IL Departmen                                    | t of Employment Security                                                                                                                                                                                                                                                                                                | 11. UNIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Service Delivery/ Field Operations              |                                                             |                                              |                                          |                                | 3. EFFECTIV                                  | /E DATE                               |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                         | 11. 01411                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                 |                                                             | CODE                                         |                                          |                                |                                              |                                       |
| Existing Fosition                               |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                 |                                                             |                                              |                                          |                                | 02/16                                        | /2019                                 |
| New/Revised Position                            |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                 |                                                             |                                              | 21 ESTAE                                 | LISH                           |                                              |                                       |
| Northern Reg<br>Center                          | ion/ Carpentersville Proces                                                                                                                                                                                                                                                                                             | ssing Service Unit I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                 | Rutan                                                       | _ □ мсс                                      | 022 EXEMI                                | PT COD                         |                                              |                                       |
| 14. WORK LOCA                                   | ATION                                                                                                                                                                                                                                                                                                                   | 15. BARGAINING/TERM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | M CODE                                          | Exempt                                                      | _ ⊠ MC                                       | 26 CLARI                                 | FY                             |                                              |                                       |
| Existing Position                               |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                 |                                                             | ☐ MC                                         | 27 ADDIT<br>28 WORK                      | COUN                           |                                              |                                       |
| New/Revised Position                            |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                 |                                                             |                                              | 021 ABOLI<br>149 DOWN                    |                                | REALLOC                                      | ATION                                 |
| Carpentersvill                                  | le, IL                                                                                                                                                                                                                                                                                                                  | RC062                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                 | N                                                           | ☐ MC                                         | I50 LATER                                | RAL REA                        | ALLOCATION                                   | ON                                    |
| % OF TIME                                       | 16. COMPLETE CURRENT                                                                                                                                                                                                                                                                                                    | AND ACCURATE STATEME<br>for an assigned area, perfo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | NT OF PO                                        | SITION ES                                                   | SENTIAL                                      | FUNCT                                    | ONS                            |                                              |                                       |
| 40%                                             | Insurance and/or Wagner unemployment related is and prepares reports; may worksites in the service of who request or need interest or need interest.  1. Performs more of insurance beneficial provisions, rules claims issues, in unique initial or explains case diffederally manda Education and Techniques or need. | Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.                                                                                                                                                                                                                                                                                                                                                                                                             |                                                 |                                                             |                                              |                                          |                                |                                              |                                       |
| 30%                                             | monetary and no client rights and                                                                                                                                                                                                                                                                                       | sidered determinations and<br>on-monetary issues pertain<br>responsibilities as they per<br>o request or need interpret                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ing to the<br>tain to be                        | Illinois Une<br>nefit progra                                | employn                                      | nent Insu                                | urance                         | e Act; ex                                    | (plains                               |
| 10%                                             | employers for jo<br>suitable job ope<br>clients with infor<br>placements. As<br>who request or i                                                                                                                                                                                                                        | eekers, taking or updating verbelens, taking or updating verbelens, to partners, as listed in job order of mation regarding selected jedirected, travels to perform to be a control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the | er agenc<br>records o<br>jobs and j<br>these du | ies for add<br>r available<br>job intervie<br>ties. Utilize | tional er<br>through<br>wing pro<br>s Spanis | nployme<br>automa<br>cedures<br>sh langu | ent se<br>ted file<br>s; verif | rvices; s<br>es; prov<br>ïes and<br>o assist | selects<br>ides<br>records<br>clients |
|                                                 |                                                                                                                                                                                                                                                                                                                         | MEDIATE SUPERVISOR SIGNA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                 | AGENCY HEA                                                  |                                              |                                          | ı                              |                                              | DATE                                  |
| y s                                             | nel forde                                                                                                                                                                                                                                                                                                               | MAR 2 8 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                 | 1000                                                        | J Je                                         | in                                       | نت                             | 03/                                          | 22/2019                               |
| MS-104 (Rev)10/                                 | 94) 1 401-0794<br>(e) 401-0794                                                                                                                                                                                                                                                                                          | BY:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                 |                                                             | <u> Sureta</u>                               | . 400 60 101 2                           |                                | •                                            |                                       |

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

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

speaking clients.

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

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

| 1. POSITION TIT                                 |                                                                                                                                                                                                   | T wo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | RKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                         | BILINGUAL                                                                                                                                | Post                                                                                                               | TION TITLE                                                                                                                      | 2. 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A/I<br>AUTH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8,AUDIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 9, OFFICE<br>USE                                       |
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| 30%<br>10%                                      | monetary and no<br>client rights and<br>assist clients wh                                                                                                                                         | on-mor<br>respon<br>o requ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | determinations and a letary issues pertaining issibilities as they pertains or need interpreting taking or updating w                                                                                                                                                                                                                                                                        | ng to the<br>ain to be<br>ve servi                                                                                                       | e Illino<br>enefit<br>ces.                                                                                         | ois Unen<br>progran                                                                                                             | nploym<br>ns. 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|                                                 | employers for jo<br>suitable job ope<br>clients with infor<br>placements. As<br>who request or                                                                                                    | b intervinings a mation directer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | riaking of updating waviews and/or to partners is listed in job order reparding selected job, travels to perform the terpretive services.                                                                                                                                                                                                                                                    | er agend<br>ecords of<br>obs and                                                                                                         | cies fo<br>or ava<br>job in                                                                                        | or addition<br>ilable the<br>terviewi                                                                                           | onal em<br>rough a<br>ing prod                                                                                                                                                     | iployme<br>automate<br>cedures;                                                                                        | nt ser<br>ed file<br>verifi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | vices; 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| DIRECTOR OF C                                   | MS SIGNATURE IM                                                                                                                                                                                   | MEDIAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | E SUPERVISOR SIGNAT                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                          |                                                                                                                    | CY HEAD                                                                                                                         |                                                                                                                                                                                    |                                                                                                                        | - 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| 16. (CONTINUE                                                     | :D)                                          |                                                                                                                                                       |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                   |
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| % OF TIME                                                         |                                              | IPLETE CURRENT ANI                                                                                                                                    | D ACCURATE STATEMENT OF POSITION                                                                                                                                                                                              | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                   |
| 10%                                                               | 4.                                           | Determines client recommendations to referring employ                                                                                                 | Unemployment Insurance and/or W<br>to address employment and unemplyers to representatives from Busine                                                                                                                        | lagner-Peyser related needs and provides ployment related issues, including but not limited ass Services, identifying barriers to employment                                                                                                                                      |
| 05%                                                               |                                              | Establishes and m<br>pending adjudicati<br>cases. Loads and<br>including but not li<br>(IBIS) and GenTax<br>inquiries to superv<br>Assists supervisor | ion report in order to maintain timeli extracts data related to job placememited to the IL Labor Exchange system. Evaluates and reports computer exisor or manager; makes service efficin preparation of statistical reports. | s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems stem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.  |
| conducting                                                        | g and sigr                                   | ND NUMBER OF IMP<br>ning performance eval<br>f this position.)                                                                                        | MEDIATE SUPERVISOR (Responsible luations; effectively recommending and                                                                                                                                                        | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                                |
|                                                                   |                                              | , , <u>, , , , , , , , , , , , , , , , , </u>                                                                                                         |                                                                                                                                                                                                                               | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                            |
|                                                                   |                                              | •                                                                                                                                                     | risor 13600-44-54-107-40-01                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                   |
| 18. CHECK TH                                                      | HE APPR                                      | OPRIATE BOX IF TH                                                                                                                                     | IS POSITION IS A:                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                   |
| ☐ SUPER                                                           | RVISOR                                       | OR 🔲 LEAD V                                                                                                                                           | VORKER                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                   |
| tir                                                               | me perce<br>as checke                        | ntage(s) allotted.                                                                                                                                    | sponsibilities <u>must</u> be described in a title, position number, and number of se                                                                                                                                         | detailed duty statement(s) with a ubordinate incumbents or authorized funded                                                                                                                                                                                                      |
|                                                                   | Position                                     | Title                                                                                                                                                 | Position Number                                                                                                                                                                                                               | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                             |
| N/A                                                               |                                              |                                                                                                                                                       |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                   |
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| PERFORM ABILITIES                                                 | MANCE C                                      | F THE WORK OF TH                                                                                                                                      | IIS POSITION. NOTE: SINCE THERE                                                                                                                                                                                               | CATION NECESSARY FOR THE SUCCESSFUL<br>ARE NOW SEVERAL OPTIONS OF SKILLS AND<br>RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                           |
| background in<br>employee wit<br>or operation.<br>finding of fact | n the soon<br>h IDES;<br>Requirents, test in | cial / behavioral scie<br>or five years profes<br>s thorough knowled<br>terpretation, and vo                                                          | ences or business/personnel admini<br>sional experience in personnel adm<br>ge of the provisions of the Illinois U<br>ocational counseling techniques. Ro                                                                     | ation of four years of college with academic istration and one year as a full-time professional ninistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate |

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

speaking clients.

| 1. POSITION TIT                                 | TLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | WORKING TITLE (IF ANY)                                                                                                                                                                                 | BILINGUAL<br>CODE                                                                                                         | POSITION TITLE OPTION CODE                                                                                                               | 2. 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| 3. AGENCY                                       | esentative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4. BUREAU/ DIVISION                                                                                                                                                                                    | <b>.l</b>                                                                                                                 |                                                                                                                                          | 5. EXMT<br>CODE                                                                                                                      | 6. WORK<br>COUNTY                                                                                                                                          | 7, A/I<br>AUTH                                       | 8.AUDIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 9. 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| Existing Position                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| 10. SECTION                                     | t of Employment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 11. 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| New/Revised Position Northwest Re               | gion/ Peoria Local Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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| 14. WORK LOCA                                   | ATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 15. BARGAINING/TERM                                                                                                                                                                                    | / CODE                                                                                                                    | Exempt                                                                                                                                   | ⊠ MC                                                                                                                                 | 26 CLARI                                                                                                                                                   | FY                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      |
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| Peoria, IL                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| % OF TIME                                       | 16. COMPLETE CURRENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | AND ACCURATE STATEME for an assigned area, perfo                                                                                                                                                       | NT OF PO                                                                                                                  | SITION ESS                                                                                                                               | ENTIAL                                                                                                                               | FUNCTI                                                                                                                                                     | ONS                                                  | ad iab                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                      |
| 40%                                             | unemployment related is and prepares reports; may worksites in the service of who request or need interest of the service of the service of the service delivery request or need in the service delivery request or need worksites in the service delivery request or need worksites in the service delivery request or need worksites in the service delivery request or need worksites in the service delivery request or need worksites in the service delivery request or need worksites in the service delivery request or need worksites in the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of t | complex employment service tentitlement resolutions under the continued claims; makes me spositions to clients; provided quality and timeliness makes area to perform assigned dinterpretive services. | ata using essments signed du der provid n in compents. Adjund providulti-claims es writter netrics as h handbouties. Util | automated and recomities. Utilizes placement sion of Une dicates more ing eligibility ant decision defined by book. As directizes Spanis | function<br>function<br>function<br>mploym<br>Federa<br>netary a<br>determ<br>s; inves<br>ions; m<br>the U.S<br>cted, tra<br>h langu | es; mainta<br>ons. As<br>sh langu<br>ns and u<br>ent Insu<br>I and St<br>and nonn<br>ninations<br>tigates,<br>eets and<br>Depart<br>evels to v<br>age to a | nemperance ate stanonets for correseate works assist | oloyments, Wagnatutory benches a kceeds to feel the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clients with the clien | ecords els to clients  t er- efit or nd the r ne vho |
| 30%                                             | monetary and no client rights and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | sidered determinations and<br>on-monetary issues pertain<br>responsibilities as they per<br>o request or need interpret                                                                                | ing to the<br>tain to be                                                                                                  | Illinois Une<br>nefit progra                                                                                                             | mploym                                                                                                                               | าent Insเ                                                                                                                                                  | irance                                               | e Act; ex                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | cplains                                              |
| 10%                                             | employers for jo<br>suitable job oper<br>clients with infor<br>placements. As<br>who request or r                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | eekers, taking or updating v<br>b interviews and/or to partn<br>nings as listed in job order of<br>mation regarding selected j<br>directed, travels to perform<br>need interpretive services.          | er agenc<br>records o<br>obs and<br>these du                                                                              | ies for addit<br>r available t<br>ob interviev<br>ties. Utilizes                                                                         | ional er<br>hrough<br>ving pro<br>s Spanis                                                                                           | nployme<br>automat<br>cedures<br>sh langu                                                                                                                  | ent sei<br>ted file<br>; verif                       | rvices; s<br>es; provi<br>ies and<br>o assist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | elects<br>ides<br>records<br>clients                 |
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| MS-104 (Rev. 10)                                | /94) IL(4)1-0784                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     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| MS-104 (Rev. 10)                                | v 429-19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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| 46 (CONTINUE               | D\                 |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
|----------------------------|--------------------|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16. (CONTINUE<br>% OF TIME |                    | PLETE CURRENT AND                                                                                      | ACCURATE STATEMENT OF POSITION I                                                                                                                            | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                             |
| 10%                        |                    | Determines client L<br>recommendations t<br>to referring employe                                       | Inemployment Insurance and/or Water and/or Water and Unemployment and unemp                                                                                 | agner-Peyser related needs and provides<br>loyment related issues, including but not limited<br>as Services, identifying barriers to employment                                                                                                                             |
| 05%                        | 5.                 | pending adjudication cases. Loads and exincleding but not lin (IBIS) and GenTax inquiries to supervise | on report in order to maintain timelir<br>extracts data related to job placeme<br>nited to the IL Labor Exchange syst<br>. Evaluates and reports computer e | Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems tem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of ciency assessments and recommendations. |
| 05%                        | 6.                 | Performs other duti<br>enumerated above.                                                               |                                                                                                                                                             | re reasonably within the scope of the duties                                                                                                                                                                                                                                |
|                            |                    |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
|                            |                    |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
| conducting                 | and sign           |                                                                                                        |                                                                                                                                                             | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                                                          |
|                            |                    |                                                                                                        |                                                                                                                                                             | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                      |
| Employment                 | Security           | Field Office Supervi                                                                                   | isor 13600-44-55-108-20-01                                                                                                                                  |                                                                                                                                                                                                                                                                             |
| 18. CHECK TH               | E APPR             | OPRIATE BOX IF THE                                                                                     | S POSITION IS A:                                                                                                                                            |                                                                                                                                                                                                                                                                             |
| SUPER                      | RVISOR             | OR LEAD W                                                                                              | /ORKER                                                                                                                                                      |                                                                                                                                                                                                                                                                             |
| NOTE: S                    | uperviso           | ry or lead worker res<br>ntage(s) allotted.                                                            | ponsibilities <u>must</u> be described in a                                                                                                                 | detailed duty statement(s) with a                                                                                                                                                                                                                                           |
|                            | as checke          |                                                                                                        | itle, position number, and number of su                                                                                                                     | bordinate incumbents or authorized funded                                                                                                                                                                                                                                   |
|                            | Position           | Title                                                                                                  | Position Number                                                                                                                                             | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                       |
| N/A                        |                    |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
|                            |                    |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
|                            |                    |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
|                            |                    |                                                                                                        |                                                                                                                                                             |                                                                                                                                                                                                                                                                             |
| PERFORM                    | MANCE O<br>AND LIC | F THE WORK OF THI<br>CENSURE OR CERTI                                                                  | IS POSITION. NOTE: SINCE THERE .                                                                                                                            | CATION NECESSARY FOR THE SUCCESSFUL<br>ARE NOW SEVERAL OPTIONS OF SKILLS AND<br>RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                     |
|                            |                    |                                                                                                        |                                                                                                                                                             | ion of four years of college with academic                                                                                                                                                                                                                                  |

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

| 1. POSITION TITE                   | LE .                                                                                              | l w                                                      | ORKING TITLE (IF ANY)                                                                                                                                                                                                    | BILINGUAL                                                      | POSITION TITLE<br>OPTION CODE                                            | 2. POS                                                           | ITION NU                                                   | MBER                               |                                                  |                                  |
|------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------|------------------------------------|--------------------------------------------------|----------------------------------|
| Existing Position                  |                                                                                                   |                                                          | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                    | CODE                                                           | OF HON CODE                                                              |                                                                  | ,                                                          |                                    |                                                  |                                  |
| New/Revised Position               | ·                                                                                                 |                                                          |                                                                                                                                                                                                                          | 29                                                             | SS                                                                       | 12671                                                            | -44-40-2                                                   | 220.3                              | 0.31                                             |                                  |
|                                    | Security Specialist 1                                                                             |                                                          | 4. BUREAU/ DIVISION                                                                                                                                                                                                      | 29                                                             | 33                                                                       | 5, EXMT                                                          | 6. WORK                                                    | 22U-3                              | 1                                                | 9. OFFICE                        |
| 3. AGENCY Existing Position        |                                                                                                   |                                                          | 4. BUREAU/ DIVISION                                                                                                                                                                                                      |                                                                |                                                                          | CODE                                                             | COUNTY                                                     | AUTH                               | 8.AUDIT                                          | USE                              |
|                                    |                                                                                                   |                                                          |                                                                                                                                                                                                                          |                                                                |                                                                          |                                                                  |                                                            |                                    | 1 .                                              |                                  |
| New/Revised Position IL Department | of Employment Secur                                                                               | itv                                                      | Business Services                                                                                                                                                                                                        |                                                                |                                                                          | 0                                                                | 010                                                        | Y                                  | R                                                |                                  |
| 10. SECTION                        |                                                                                                   |                                                          | 11. UNIT                                                                                                                                                                                                                 |                                                                |                                                                          | 12. TRAN<br>CODE                                                 | SACTION                                                    | 1                                  | 3. EFFECTIV                                      | E DATE                           |
| Existing Position                  | ***************************************                                                           |                                                          |                                                                                                                                                                                                                          |                                                                |                                                                          |                                                                  |                                                            |                                    | 02/16                                            | /2019                            |
| New/Revised Position               |                                                                                                   |                                                          | Migrant and Seasonal                                                                                                                                                                                                     | Farm Wo                                                        | orker                                                                    |                                                                  |                                                            |                                    |                                                  |                                  |
| Intra-Agency C                     | Coordination                                                                                      |                                                          | (MSFW) Program                                                                                                                                                                                                           |                                                                |                                                                          | ☐ MC                                                             | 21 ESTAE<br>22 EXEM                                        | PT COD                             |                                                  |                                  |
| 14. WORK LOCA                      | TION                                                                                              |                                                          | 15. BARGAINING/TERM C                                                                                                                                                                                                    | ODE                                                            | Rutan<br>Exempt                                                          |                                                                  | )24 POSIT<br>)26 CLARI                                     |                                    | MBER CHA                                         | ANGE                             |
| Existing Position                  |                                                                                                   |                                                          |                                                                                                                                                                                                                          |                                                                |                                                                          | ☐ MC                                                             | 27 ADDIT                                                   | IONAL                              |                                                  |                                  |
|                                    |                                                                                                   |                                                          |                                                                                                                                                                                                                          |                                                                |                                                                          | . MD0                                                            | 21 ABOLI                                                   | SH                                 |                                                  |                                  |
| New/Revised Position               |                                                                                                   |                                                          | RC062                                                                                                                                                                                                                    |                                                                | N                                                                        |                                                                  | 49 DOWN<br>50 LATER                                        | AL REA                             | ALLOCATIO                                        | N                                |
| Champaign, IL<br>% OF TIME         |                                                                                                   | FNT AN                                                   | <u> </u><br>ID ACCURATE STAT <u>E</u> ME                                                                                                                                                                                 | NT OF PO                                                       | SITION ESS                                                               |                                                                  | 58 UPWA                                                    |                                    | ALLOCATIO                                        | ON                               |
|                                    | <del></del>                                                                                       |                                                          | provides information and                                                                                                                                                                                                 |                                                                |                                                                          |                                                                  |                                                            |                                    | aconal                                           | Farm                             |
| ·                                  | Worker (MSFW) prog<br>Agricultural Workers<br>conduct frequent field<br>contract compliance.      | ram, H<br>(H-2B)<br>I visits<br>Provid                   | I-2A Temporary Agricult program for the Illinois I to working and living are as assistance and guida mation and referrals for                                                                                            | ural Work<br>Departme<br>eas to offe<br>ince to co             | ers (H-2A)  <br>ent of Emplo<br>er and verify<br>emmunity ar             | orogran<br>yment s<br>employ<br>d State                          | n and H-<br>Security<br>yment se<br>agencie                | 2B Te<br>(IDES<br>ervice<br>es. Er | emporar<br>6). Trave<br>s and jo<br>ters job     | y Non-<br>els to<br>b<br>orders  |
|                                    | Establishes and main reports. Attends comi                                                        | itains v<br>munity                                       | arious reports; maintain<br>and hiring events. Make<br>. Utilizes Spanish langu                                                                                                                                          | s and mo                                                       | nitors files;<br>nendations                                              | develop<br>for prog                                              | s syster<br>ram imp                                        | ns to<br>rover                     | organize<br>nents to                             | e<br>)                           |
| 25%                                | program, H-2<br>Agricultural V<br>pertaining to<br>other interest<br>H-2A and H-2<br>to temporary | A Tem<br>Vorkers<br>MSFW<br>ed part<br>2B prog<br>worker | n and guidance concern<br>porary Agricultural Worl<br>s (H-2B) program for IDE<br>f, H-2A and H-2B progra<br>ties. Provides informatio<br>gram services and resours, including but not limit<br>lients who request or no | kers (H-2/<br>ES. Explains to emon and assurces and ed to food | A) program ins rules, re ployers, em sistance to rother stated stamps ar | and H-2<br>gulation<br>ployees<br>notify in<br>and/or<br>id Medi | 2B Tempos, policions, policions, commo dividuals federal a | orary<br>es an<br>unity<br>s of av | Non-<br>d proce<br>groups<br>vailable<br>ance av | dures<br>and<br>MSFW,<br>ailable |
| 20%                                | workers and<br>compliance; of<br>federal guide                                                    | other n<br>conduc<br>lines. (                            | requent field visits to wo<br>nigrant workers to offer a<br>ts random field checks a<br>Coordinates and execute<br>equest or need interpreti                                                                             | and verify<br>and housi<br>as field-wo                         | employment<br>ng inspection<br>ork screening                             | nt servions in a                                                 | ces and dherenc                                            | job co<br>e to r                   | ontract<br>elated s                              | tate and                         |
| 15%                                | 2B programs inquiries via e of state and f                                                        | by exp<br>email, i<br>ederal                             | e and guidance to commolaining program rules, ron person, by phone and guidelines related to the lients who request or ne                                                                                                | egulations<br>/or during<br>MSFW,                              | s, policies a<br>field visits.<br>H-2A and H                             | nd prod<br>Review<br>-2B pro                                     | edures. s and p                                            | Resp<br>rovide                     | onds to<br>es interp                             | retation                         |
| 15%                                | maintains vai<br>complaints fr                                                                    | rious re<br>om em                                        | ssing, spreadsheet and<br>ports, including but not<br>ployers, employees and<br>endations for program i                                                                                                                  | limited to other into                                          | reports of c<br>erested part                                             | utreach<br>ies. Pre                                              | n activitie<br>pares re                                    | es, an<br>eports                   | d logs<br>from fir                               |                                  |
| DIRECTOR ORC                       | MS S <b>IG</b> NATURE                                                                             |                                                          | IATE SUPERVISOR SIGNAT                                                                                                                                                                                                   |                                                                | GENCY HEAD                                                               |                                                                  |                                                            |                                    |                                                  | ATE .                            |
| 3 . 3 9 11 0                       | 4 1 / .                                                                                           |                                                          |                                                                                                                                                                                                                          |                                                                |                                                                          |                                                                  |                                                            |                                    |                                                  |                                  |
| 4                                  | ivel facti                                                                                        |                                                          |                                                                                                                                                                                                                          |                                                                | ~\~#                                                                     | هر سام                                                           | May                                                        | •                                  | 02/2                                             | 2/2019                           |

| 4C (CONTINUE         | D)                                                                                                            |                                                                                                                                                    |                                                                                                                                                                                                                                      |
|----------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME            |                                                                                                               | ACCURATE STATEMENT OF POSITION                                                                                                                     | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                      |
| 10%                  | 5. Using the Illinois La<br>Seasonal Farm Wo<br>Non-Agricultural W<br>organize related re<br>H-2B programs to | abor Exchange system, enters job or<br>orker (MSFW), H-2A Temporary Ag<br>orkers (H-2B) programs; maintains<br>ports. Provides information and ref | orders and services relevant to Migrant and ricultural Workers (H-2A) and H-2B Temporary and monitors related files; develops systems to errals for services related to MSFW, H-2A and groups and other interested parties. Utilizes |
| 10%                  | programs, including<br>Department of Emp                                                                      | g but not limited to employer orienta<br>ployment Security (IDES) employment<br>services. Utilizes Spanish languag                                 | nts eligible for MSFW, H-2A and H-2B ations. Provides information to promote Illinois ent related services and unemployment e to assist clients who request or need                                                                  |
| 05%                  | enumerated above                                                                                              |                                                                                                                                                    | re reasonably within the scope of the duties                                                                                                                                                                                         |
| conducting           | TITLE AND NUMBER OF IMN and signing performance evalumbent of this position.)                                 | IEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                              | for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances                                                                                                                                   |
|                      |                                                                                                               |                                                                                                                                                    | WORKING TITLE (IF ANY)                                                                                                                                                                                                               |
| PSA 37015-           | 44-40-220-00-31                                                                                               |                                                                                                                                                    |                                                                                                                                                                                                                                      |
| SUPER                | upervisory or lead worker res<br>ne percentage(s) allotted.<br>as checked above, list position t              | /ORKER<br>ponsibilities <u>must</u> be described in a                                                                                              | detailed duty statement(s) with a abordinate incumbents or authorized funded                                                                                                                                                         |
|                      | Position Title                                                                                                | Position Number                                                                                                                                    | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                |
| N/A                  |                                                                                                               |                                                                                                                                                    |                                                                                                                                                                                                                                      |
|                      |                                                                                                               |                                                                                                                                                    |                                                                                                                                                                                                                                      |
|                      |                                                                                                               |                                                                                                                                                    |                                                                                                                                                                                                                                      |
|                      |                                                                                                               |                                                                                                                                                    |                                                                                                                                                                                                                                      |
|                      |                                                                                                               |                                                                                                                                                    |                                                                                                                                                                                                                                      |
| PERFORM<br>ABILITIES | IANCE OF THE WORK OF TH                                                                                       | S POSITION. NOTE: SINCE THERE                                                                                                                      | CATION NECESSARY FOR THE SUCCESSFUL<br>ARE NOW SEVERAL OPTIONS OF SKILLS AND<br>RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                              |

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.

| 1. POSITION TIT                     | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                | l w      | ORKING TITLE (IF ANY)                                  | BILINGUAL<br>CODE | POSITION TITLE OPTION CODE | 2. POS          | ITION NU             | MBER           |             |                  |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------|--------------------------------------------------------|-------------------|----------------------------|-----------------|----------------------|----------------|-------------|------------------|
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                | ]        |                                                        |                   |                            |                 |                      |                |             |                  |
| New/Revised Position                | Socurity (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Specialist 1   |          |                                                        | 29                | SS                         | 13671           | -44-40-2             | 220-4          | 0-31        |                  |
| Employment S<br>3. AGENCY           | security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Specialist i   | L        | 4. BUREAU/ DIVISION                                    |                   |                            | 5. EXMT<br>CODE | 6. WORK<br>COUNTY    | 7. A/I<br>AUTH | 8.AUDIT     | 9. OFFICE<br>USE |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          |                                                        |                   |                            | CODE            | 041                  | AOTH           |             | 05/16/2019 -     |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | Business Services                                      | <del> </del>      |                            | 0               |                      | Y              | R           | update to county |
| IL Department                       | t of Emp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | loyment Secur  | ity      | 11. UNIT                                               |                   |                            |                 | 082<br>SACTION       | <u></u>        | 3. EFFECTIV | /E DATE          |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | TT. UNIT                                               |                   |                            | CODE            |                      | +              | 0. 2112011  | - DATE           |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          |                                                        |                   |                            |                 |                      |                | 02/16       | /2019            |
| New/Revised Position Intra-Agency ( | Coordina                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ation          |          | Migrant and Seasonal (MSFW) Program                    | Farm W            | orker                      |                 | 21 ESTAE<br>22 EXEM  |                | E CHANG     | E                |
| i<br>14. WORK LOCA                  | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                |          | 15. BARGAINING/TERM CO                                 | )DE               | Rutan<br>Exempt            | □ мсо           | 24 POSIT<br>26 CLARI | ION NU         |             |                  |
| Existing Position                   | 11011                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |          | 10. B/ INO/ INTINO/ PENIN OC                           | <u> </u>          | ,                          | □ мсо           | 27 ADDIT             | IONAL          |             | CHANGE           |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          |                                                        |                   |                            |                 | 28 WORK              | SH             |             |                  |
| New/Revised Position  Mount Vernon  | li l                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Belleville, IL |          | RC062                                                  |                   | N                          | ☐ MC1           | 49 DOWN<br>50 LATER  | RAL REA        | ALLOCATIO   | ON               |
| % OF TIME                           | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MPLETE CURRI   | ENT AN   | <u>l</u><br>ID ACCURATE STATEMEI                       | NT OF PO          | L<br>DSITION ESS           |                 | 58 UPWA<br>FUNCTI    |                | ALLOCATIO   | ON               |
| 70 01 11012                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | provides information and                               |                   |                            |                 |                      |                | aconal      | Farm             |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | -2A Temporary Agricultu                                |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | program for the Illinois D                             |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | to working and living are                              |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | es assistance and guidal<br>mation and referrals for s |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | arious reports; maintains                              |                   |                            |                 |                      |                |             |                  |
|                                     | reports                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | . Attends comr | munity   | and hiring events. Make                                | s recomi          | mendations                 | for prog        | ram imp              | rover          | ments to    | )                |
|                                     | statewi<br>service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                | vocate.  | Utilizes Spanish langua                                | ige to as         | sist clients v             | vho requ        | uest or r            | ieed i         | nterpret    | ive              |
| 25%                                 | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Drovidos info  | rmotion  | n and guidance concerni                                | na tha N          | ligrant and C              | `aaaana         | l Form \             | Morke          | or (MCE)    | 147              |
| 25%                                 | 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                |          | porary Agricultural Work                               |                   |                            |                 |                      |                |             | <b>vv</b> )      |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Agricultural W | Vorkers  | (H-2B) program for IDE                                 | S. Expla          | ins rules, re              | gulatior        | ıs, polici           | es an          | d proce     |                  |
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|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | ies. Provides information<br>gram services and resou   |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | to temporary   | worker   | s, including but not limite                            | ed to foo         | d stamps ar                | d Medic         |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | language to a  | assist c | lients who request or ne                               | ed interp         | retive service             | es.             |                      |                |             |                  |
| 20%                                 | 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Travels to co  | nduct fi | requent field visits to wo                             | rking and         | d living area              | s of farn       | n worke              | rs and         | d/or agri   | cultural         |
| 2070                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | nigrant workers to offer a                             |                   |                            |                 |                      |                |             | ouna, ai         |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | ts random field checks a                               |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | Coordinates and execute<br>equest or need interpretive |                   |                            | igs. Utili      | zes Spa              | ınısh          | languag     | je to            |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | assist CIETILS | WIIO IE  | quest of fieed iliterpretiv                            | re servic         | cs.                        |                 |                      |                |             |                  |
| 15%                                 | 3.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                |          | and guidance to commi                                  | •                 | _                          | _               | _                    |                | •           |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | laining program rules, re                              |                   |                            |                 |                      |                |             |                  |
| -                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | n person, by phone and/<br>guidelines related to the   |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | lients who request or ne                               |                   |                            |                 | gramo.               | JC             | о оран      |                  |
| 4504                                | _                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |          | ·                                                      |                   |                            |                 |                      |                |             |                  |
| 15%                                 | 4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                |          | ssing, spreadsheet and operions, including but not I   |                   |                            |                 |                      |                |             |                  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |          | ployers, employees and                                 |                   |                            |                 |                      |                |             | ndinas           |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | and makes re   | comm     | endations for program in                               | nprovem           | ents to state              | wide M          | onitor A             |                | ate.        |                  |
| DIRECTOR OF C                       | MS SIGNA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                | IMMED    | IATE SUPERVISOR SIGNATI                                | JRE A             | GENCY HEAD                 | SIGNAT          | URE                  |                |             | ATE              |
| <i>[[</i> "                         | The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s | 27             |          | MAD 2 6 2019                                           |                   | <-\\/                      | کے ہیم          | May                  | •              | 02/2        | 22/2019          |
| CMS 104 (Rev 10/                    | 947 IL 401                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 0794           |          | MAN EU EUIE                                            | L/                |                            |                 | <del></del>          |                |             |                  |
| Ma I was                            | w D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1611           |          |                                                        |                   |                            |                 |                      |                |             |                  |

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

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish

speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.

CAN NO LONGER BE USED.

| New/Revised Position<br>Employment   | Security Specialist 1                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| 3. AGENCY Existing Position          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4. 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A/I<br>_AUTH                                                  | 8.AUDIT                                                                                                          |
| New/Revised Position                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| 10. SECTION  Existing Position       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 11. 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| 20%<br>15%                           | Establishes and main reports. Attends commits statewide Monitor Adviservices.  1. Provides information program, H-2. Agricultural Windows pertaining to I other interests H-2A and H-2 temporary workers and compliance; of federal guidely assist clients.  3. Provides assist H-2B program inquiries via experimental of state and federal guidely assist clients.  4. Utilizing word maintains var complaints from the state and federal guidely assist clients. | tains various repundity and hiring vocate. Utilizes and guide A Temporary Agrorisms (H-2B) program servers, including the who request of the migrant workers. 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| 16. (CONTINUE | D)                    |                                                                               |                                                                                                               |                                                                                                                                                                                                                                                                         |
|---------------|-----------------------|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME     | 16. COM               | IPLETE CURRENT AND                                                            | ACCURATE STATEMENT OF POSITION                                                                                | NESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                        |
| 10%           | 5.                    | Seasonal Farm Wo<br>Non-Agricultural Worganize related re<br>H-2B programs to | orkers (MSFW), H-2A Temporary A<br>forkers (H-2B) programs; maintains<br>ports. Provides information and refe | orders and services relevant to Migrant and Agricultural Workers (H-2A) and H-2B Temporary s and monitors related files; develops systems to ferrals for services related to MSFW, H-2A and y groups and other interested parties. Utilizes seed interpretive services. |
| 10%           | 6.                    | including but not ling of Employment Se                                       | mited to employer orientations. Prov<br>curity (IDES) employment related s                                    | ents eligible for MSFW, H-2A and H-2B programs, ovides information to promote Illinois Department services and unemployment insurance program who request or need interpretive services.                                                                                |
| 05%           | 7.                    | Performs other dut<br>enumerated above                                        |                                                                                                               | are reasonably within the scope of the duties                                                                                                                                                                                                                           |
|               |                       |                                                                               |                                                                                                               |                                                                                                                                                                                                                                                                         |
| conducting    | and sigr              |                                                                               |                                                                                                               | e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievances                                                                                                                                                                  |
|               |                       | •                                                                             |                                                                                                               | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                  |
| PSA 37015-    | 44-40-2               | 20-00-31                                                                      |                                                                                                               |                                                                                                                                                                                                                                                                         |
| 18 CHECK TH   | IF APPR               | OPRIATE BOX IF TH                                                             | S POSITION IS A:                                                                                              |                                                                                                                                                                                                                                                                         |
| SUPER         |                       | •                                                                             |                                                                                                               |                                                                                                                                                                                                                                                                         |
| tir           | ne perce<br>as checke | ntage(s) allotted.                                                            | ponsibilities must be described in a title, position number, and number of si                                 | a detailed duty statement(s) with a subordinate incumbents or authorized funded                                                                                                                                                                                         |
|               | Position              | Title                                                                         | Position Number                                                                                               | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                   |
| N/A           |                       |                                                                               |                                                                                                               |                                                                                                                                                                                                                                                                         |
|               |                       | 1/11/                                                                         |                                                                                                               |                                                                                                                                                                                                                                                                         |
|               |                       |                                                                               |                                                                                                               |                                                                                                                                                                                                                                                                         |
|               |                       |                                                                               |                                                                                                               |                                                                                                                                                                                                                                                                         |
|               |                       |                                                                               |                                                                                                               |                                                                                                                                                                                                                                                                         |
| 10 SPECIALL   | ZED KNO               | OWIEDCES SKILLS                                                               | ARII ITIES LICENSURE OR CEPTIEI                                                                               | FICATION NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                                                                   |
| PERFORM       | MANCE C               | F THE WORK OF TH                                                              | IS POSITION. NOTE: SINCE THERE                                                                                | E ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                        |

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish

speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.

CAN NO LONGER BE USED.



| 1. POSITION TITI                   | F                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | W                           | WORKING TITLE (IF ANY)  BILINGUAL POSITION TITLE   2. POSITION NUMBER                                                                  |                                         |                               |                              |                                          |                                                |                       |                              |                  |  |  |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------|------------------------------|------------------------------------------|------------------------------------------------|-----------------------|------------------------------|------------------|--|--|
| Existing Position                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | Ondition Title (II Fitt)                                                                                                               | CODE                                    | OPTION                        | N CODE                       |                                          | -44-13-                                        |                       | 1-32                         |                  |  |  |
| New/Revised Position               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                        |                                         |                               | _                            |                                          |                                                |                       | <del></del>                  |                  |  |  |
| Employment S                       | Security Specialist 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                                                                                                                        | 29                                      | S                             | s                            |                                          | -44-22-5                                       |                       | )-31                         | La office        |  |  |
| 3. AGENCY Existing Position        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | 4. BUREAU/ DIVISION                                                                                                                    |                                         |                               |                              | 5. EXMT<br>CODE                          | 6, WORK<br>COUNTY                              | 7. A/I<br>AUTH        | 8.AUDIT                      | 9. OFFICE<br>USE |  |  |
|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | Administration                                                                                                                         |                                         |                               |                              |                                          |                                                |                       |                              |                  |  |  |
| New/Revised Position IL Department | of Employment Securi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ity                         | Service Delivery/<br>Unemployment Insura                                                                                               | nce Progr                               | rams                          |                              | 0                                        | 016                                            | Υ                     | R                            |                  |  |  |
| 10. SECTION                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | 11. UNIT                                                                                                                               | 12. TRANSACTION 13. EFFECTIVE DATE CODE |                               |                              |                                          |                                                |                       |                              |                  |  |  |
| Existing Position                  | Day and Candral                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                        |                                         |                               |                              | 10/01/2014                               |                                                |                       |                              |                  |  |  |
| New/Revised Position               | Payment Control                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                        |                                         |                               |                              | <u> </u>                                 |                                                |                       |                              |                  |  |  |
| Benefit Payme                      | ent Control                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                             | New Hire Unit                                                                                                                          |                                         |                               |                              | MA021 ESTABLISH MC022 EXEMPT CODE CHANGE |                                                |                       |                              |                  |  |  |
| 14. WORK LOCA                      | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                             | 15. BARGAINING/TERM CODE Rutan Exempt                                                                                                  |                                         |                               |                              |                                          | ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY |                       |                              |                  |  |  |
| Existing Position                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                        |                                         |                               |                              |                                          | 27 ADDITI<br>28 WORK                           |                       |                              |                  |  |  |
| No. (David David)                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                        |                                         |                               |                              |                                          | 21 ABOLIS                                      | SH                    |                              |                  |  |  |
| New/Revised Position Chicago, IL   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | RC062                                                                                                                                  | N                                       | ☐ MC18                        | 19 DOWN<br>50 LATER          | AL REA                                   | LLOCATIO                                       | N                     |                              |                  |  |  |
| % OF TIME                          | 16. COMPLETE CURRI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | N ESSI                      |                                                                                                                                        | 58 UPWAI                                |                               | LLOCATIO                     | <u>N</u>                                 |                                                |                       |                              |                  |  |  |
| 35%                                | 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.  1. Performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer |                             |                                                                                                                                        |                                         |                               |                              |                                          |                                                |                       |                              |                  |  |  |
| 33%                                | information fo<br>hire report su                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | or the n<br>bmissi          | ationwide employer New<br>ons to monitor Unemplo<br>nent earnings.                                                                     | v Hire Re                               | gistry.                       | Revi                         | ews and                                  | d analyz                                       | es en                 | nployer                      |                  |  |  |
| 25%                                | employers re<br>and procedur<br>review. Revie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | garding<br>es. Re<br>ws and | anguage when necessar<br>y New Hire reporting ins<br>sponds to inquiries; as r<br>d provides interpretation<br>ars and New Hire progra | tructions.<br>equested<br>of state a    | Expla<br>I, drafts<br>and fed | ins pro<br>s resp<br>deral g | ogram r<br>onses a<br>guidelin           | ules, reg<br>and subr<br>es relate             | gulation its to to to | ons, pol<br>manaç<br>he prog | ger for<br>Iram. |  |  |
| 20%                                | •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                             |                                                                                                                                        |                                         |                               |                              | _                                        |                                                |                       |                              |                  |  |  |
|                                    | database ma                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | nagem                       | intains new hire reportin<br>ent software. Maintains                                                                                   |                                         |                               |                              |                                          |                                                |                       |                              | ına              |  |  |
| 15%                                | statewide Ne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | w mire                      | reports.                                                                                                                               |                                         |                               |                              |                                          |                                                |                       |                              |                  |  |  |
| 1078                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                        |                                         |                               |                              |                                          |                                                |                       |                              |                  |  |  |
| DIRECTOR OF C                      | MS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | IMMED                       | IATE SUPERVISOR SIGNAT                                                                                                                 | URE A                                   | GENCY                         | HEAD                         | SIGNATI                                  | JRE                                            |                       | D                            | ATE              |  |  |
| Ilm                                | 35                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                                                                                                                        |                                         | <u>V</u> .                    |                              | 15                                       | TO (II)                                        | <u> </u>              | V7 12/2                      | 4/2014           |  |  |
| CMS-104 (Rev. 10)                  | S-104 (Rev. 10/94)   4019794   1/20/14   OCT 3 0 2014                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                                                                                                                        |                                         |                               |                              |                                          |                                                |                       |                              |                  |  |  |

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| 16. (CONTINUE      |                                                                                                                | 4 4                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
| % OF TIME          | 16. COMPLETE CURRENT AND                                                                                       | ACCURATE STATEMENT OF POSITION           | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | FF                                    |
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| :                  |                                                                                                                | <b>€</b> 3                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
| 05%                | 5 Performs other dut                                                                                           | ies as required or assigned which a      | are reasonably within the scope of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | the duties                            |
| 0070               | on imported chave                                                                                              | ics as required or assigned without a    | are reasonably will lift life scope of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ine dulles                            |
|                    | enumerated above                                                                                               | •                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
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| 47 DOOLTION        | LEITLE AND AULADED OF IN                                                                                       | 45014TE 01105D1 (10.00) (10.00)          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <del></del>                           |
| 17. POSITION       | A TITLE AND NOMBER OF IMP                                                                                      | MEDIATE SUPERVISOR (Responsible          | for assigning and reviewing work, pre                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | paring,                               |
| conducting         | g and signing performance eval                                                                                 | uations; effectively recommending and    | imposing disciplinary action and adju-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | sting grievances                      |
| for the inc        | umbent of this position.)                                                                                      |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
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|                    |                                                                                                                |                                          | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                       |
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| PSA, Opt 1         | 37015-44-22-540-00-01                                                                                          | Į.                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
| 40 OUTOK TI        | IE ADDOCRDIATE DOVIETU                                                                                         | IO POOLETON IO A                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
| 18. CHECK II       | HE APPROPRIATE BOX IF THI                                                                                      | S POSITION IS A:                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
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| ☐ SUPE             | RVISOR OR □LEAD V                                                                                              | VORKER                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
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| NOTE: S            | upervisory or lead worker res                                                                                  | sponsibilities must be described in a    | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                       |
| ti                 | me percentage(s) allotted.                                                                                     |                                          | dotailou duty otatement(b) with u                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                       |
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| li a box w         | as checked above, list position                                                                                | title, position number, and number of si | upordinate incumpents or authorized t                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | unaea                                 |
| headcoun           | π:                                                                                                             |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    | B - 27 - 731                                                                                                   | T                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    | Position Title                                                                                                 | Position Number                          | No. of Incumbents or Fun                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ded Vacancies                         |
| N/A                |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
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|                    |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |
|                    |                                                                                                                |                                          | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                       |
| 19. SPECIAL        | IZED KNOWLEDGES, SKILLS,                                                                                       | , ABILITIES, LICENSURE OR CERTIFI        | ICATION NECESSARY FOR THE SU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CCESSFUL                              |
| PERFOR             | MANCE OF THE WORK OF TH                                                                                        | IIS POSITION. NOTE: SINCE THERE          | ARE NOW SEVERAL OPTIONS OF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SKILLS AND                            |
| ABILITIE           | S AND LICENSURE OR CERT                                                                                        | IFICATION IDENTIFIED ON STANDA           | RDS. THE PHRASE "SAME AS SPE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CIFICATION"                           |
| CAN NO             | LONGER BE USED.                                                                                                |                                          | ,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ··· ··· · · · · · · · · · · · · · · · |
|                    |                                                                                                                |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <del></del>                           |
| Hequires kno       | owieage, skiii and mentai de                                                                                   | velopment equivalent to the comple       | etion of four years of college with n                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | najor courses                         |
| in the social      | sciences and one year profe                                                                                    | essional experience; or requires five    | e vears of work experience in prog                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ram research.                         |
| evaluation of      | r design with three of the ve                                                                                  | ars at the professional level. Requi     | res working knowledge of program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ı research                            |
| tochniques o       | and decian of energiand                                                                                        | stomor ogonor progress as a sister as    | rele setivities and an author t                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | toocalul                              |
| i lecimiques a     | ırıd desigir or operational sys                                                                                | tems; agency programs, service go        | pais, activities and operational syst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | tems. Hequires                        |
| elementary k       | knowledge of state and feder                                                                                   | al regulations impacting on the des      | sign or operation of programs. Req                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | uires the ability                     |
| to establish       | cooperative working relations                                                                                  | ships, communicate verbally and in       | written form, use mainframe and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | automated                             |
| computer over      | etame and related coffware                                                                                     | programs. Requires ability to speak      | and write the Chamiel Innerses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | st a salla suital                     |
| - Lill Least       | stems and related software t                                                                                   | rograms. nequires ability to speak       | and write the Spanish language a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ıı a colloquial                       |
| į skili ievel in d | carrying out position duties in                                                                                | n conjunction with Spanish speaking      | g clients.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |

| 1. POSITION TITL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | .E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 111/2111        | WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE 2. POSITION NUMBER |          |                                         |        |         |                                              |         |                 |                      |  |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------------|----------|-----------------------------------------|--------|---------|----------------------------------------------|---------|-----------------|----------------------|--|--|--|
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |                                                                                            | CODE     | 07110                                   | - CODE | 13673   | -44-41-2                                     | 200-10  | 0-31            |                      |  |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |                                                                                            | 20       |                                         | s      |         | -44-40-2                                     |         |                 |                      |  |  |  |
| Employment S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ecurity S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Specialist 3    | 4. BUREAU/ DIVISION                                                                        | 29       |                                         | 3      | 5. EXMT | 6. WORK                                      | 7. A/I  | 8.AUDIT         | 9. OFFICE            |  |  |  |
| 3. AGENCY Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <del></del>     |                                                                                            | 1        |                                         |        | CODE    | COUNTY                                       | AUTH    | 8.AUDII         | 09-01-15 -           |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 | Business Services/ Em                                                                      | ployer O | utread                                  | cn     |         |                                              |         |                 | Update to supervisor |  |  |  |
| New/Revised Position IL Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | of Emplo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | oyment Security | Business Services                                                                          |          |                                         |        | 0       | 016                                          | Y       | R               | position             |  |  |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 | 11. UNIT                                                                                   |          | 12. TRANSACTION 13. EFFECTIVE DATE CODE |        |         |                                              |         |                 |                      |  |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 | ·                                                                                          |          |                                         |        |         | 12/16/2014                                   |         |                 |                      |  |  |  |
| MSFW Progra New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | .[1]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 | Migrant and Seasonal Farm Worker                                                           |          |                                         |        |         |                                              |         |                 |                      |  |  |  |
| Intra-Agency (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Coordinat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | tion            | (MSFW) Program                                                                             |          |                                         |        |         | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE |         |                 |                      |  |  |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 | 15. BARGAINING/TERM CODE Rutan Exempt                                                      |          |                                         |        |         | 24 POSIT<br>26 CLARI                         | FY      |                 |                      |  |  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 11014                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 | 15. BARGAINING/TERM CODE                                                                   |          |                                         |        |         | 27 ADDIT<br>28 WORK                          |         |                 | L CHANGE             |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |                                                                                            |          |                                         |        | ☐ MD0   | 21 ABOLI                                     | SH      |                 |                      |  |  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 | RC062                                                                                      |          |                                         | N      | ☐ MC1   | 49 DOWN<br>50 LATER                          | RAL REA | LLOCAT          | ION                  |  |  |  |
| Chicago, IL<br>% OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | IL     MC158 U                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                                                            |          |                                         |        |         |                                              |         | LLOCAT          | ION                  |  |  |  |
| 30%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Under general direction, independently performs professional functions in the Migrant Seasonal Farm Worker (MSFW) Program and other relevant Wagner-Peyser or Business Services programs; plans, evaluates and independently participates in program operations, designs and format; coordinates MSFW program with members of the Mayor's office of Employment and Training, Chicago Board of Education, SAFER Foundation, other employment training agencies, Cook County Development Board, Chicago Alliance of Business and IDES regional and local offices; provides technical assistance to IDES staff, Federal, State, City and County officials, employers, attorneys, accountants, consultants and other interested parties having questions or problems regarding MSFW and other Wagner-Peyser or Business Services programs and services. Provides interpretative services for Spanish speaking clients.  1. Independently performs advanced professional functions through evaluation and assessment of IDES statewide Migrant Seasonal Farm Worker program in accordance with established agency procedures. Provides assistance in organizing and developing guidelines and procedures and provides advice to management on ways to improve program.  2. Discusses employer operations with management in order to identify potential positions suitable for participants in MSFW and other Wagner-Peyser or Business Services programs. Processes job order specifications using the internet based Illinois Labor Exchange system; 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. |                 |                                                                                            |          |                                         |        |         |                                              |         |                 |                      |  |  |  |
| 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.  DIRECTOR OF CMS SIGNATURE  IMMEDIATE SUPERVISOR SIGNATURE  AGENCY HEAD SIGNATURE  DATE |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |                                                                                            |          |                                         |        |         |                                              |         |                 |                      |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 35              |                                                                                            |          |                                         |        | 1/      | 10                                           |         | 12              | /09/2014             |  |  |  |
| CMS-104 (Rev. 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1/94NL 401                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | July 12/20/     | nL                                                                                         |          | 9                                       |        |         | DEC 1                                        | 7 201   | _<br><u>/</u> 1 |                      |  |  |  |

| 16. (CONTINUE                                                                                                                                                                                                                                                                                                                        | D)                                                                                                                                                                                                                                    |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
| % OF TIME                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       | ACCURATE STATEMENT OF POSITION E                                          | SSENTIA                              | L FUNCTIONS (Continued)                                                                                                                         |  |  |  |  |  |  |  |
| 15%                                                                                                                                                                                                                                                                                                                                  | to employers regard<br>develops contacts v<br>Employment Securi                                                                                                                                                                       | ding the planning and implementation with businesses to promote the ben   | on of wo<br>efits of li<br>x federal | sting jobs with the Department of Immigration and naturalization (JSCIS)                                                                        |  |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                  | use in handling and<br>Serve as technical                                                                                                                                                                                             | I reviewing of job orders, job applica                                    | ations ar<br>the prep                | developing procedures for statewide and certification requests for tax credits. Daration of responses to external audit action has taken place. |  |  |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                       | preparing applications. Assist in co                                      |                                      | grams to participants; register enrollees genecessary orientation sessions for                                                                  |  |  |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                  | 7. Provides other dutic enumerated above.                                                                                                                                                                                             |                                                                           | re reaso                             | nably within the scope of the duties                                                                                                            |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)                                              |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| Executive 2 13852-44-40-220-00-31 PSA, Opt S1 37015-44-40-220-00-31                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| 18. CHECK T                                                                                                                                                                                                                                                                                                                          | HE APPROPRIATE BOX IF THI                                                                                                                                                                                                             | S POSITION IS A:                                                          |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| SUPE                                                                                                                                                                                                                                                                                                                                 | RVISOR OR LEAD V                                                                                                                                                                                                                      | VORKER                                                                    |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      | _                                                                                                                                                                                                                                     | sponsibilities <u>must</u> be described in a                              | halietah                             | duty etatement(e) with a                                                                                                                        |  |  |  |  |  |  |  |
| ti                                                                                                                                                                                                                                                                                                                                   | ime percentage(s) allotted.                                                                                                                                                                                                           |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| If a box w<br>headcour                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                       | title, position number, and number of su                                  | ubordinat                            | e incumbents or authorized funded                                                                                                               |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      | Position Title                                                                                                                                                                                                                        | Position Number                                                           | Т                                    | No. of Incumbents or Funded Vacancies                                                                                                           |  |  |  |  |  |  |  |
| N/A                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| Requires kn                                                                                                                                                                                                                                                                                                                          | owledge, skill and mental de                                                                                                                                                                                                          | velopment equivalent to four years                                        | college v                            | with major courses in the Social                                                                                                                |  |  |  |  |  |  |  |
| IDES progra                                                                                                                                                                                                                                                                                                                          | id two years professional exp                                                                                                                                                                                                         | perience in program research evalua<br>s. Requires working knowledge of I | auon or (<br>Federal a               | design. Requires extensive knowledge of<br>and State laws, rules and regulations                                                                |  |  |  |  |  |  |  |
| impacting or                                                                                                                                                                                                                                                                                                                         | n IDES programs. Requires                                                                                                                                                                                                             | extensive knowledge of program(s)                                         | researc                              | h techniques and design of operational                                                                                                          |  |  |  |  |  |  |  |
| systems; ag                                                                                                                                                                                                                                                                                                                          | ency programs, service goal                                                                                                                                                                                                           | s and ES activities. Requires the al                                      | bility to e                          | establish cooperative working                                                                                                                   |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                       |                                                                           |                                      | (s) activities. Must have the ability to                                                                                                        |  |  |  |  |  |  |  |
| programs in                                                                                                                                                                                                                                                                                                                          | 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 |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |
| programs including word processing, spreadsheets, database management and electronic mail. Hequires the ability to speak Spanish at a colloquial level. Requires ability to travel.                                                                                                                                                  |                                                                                                                                                                                                                                       |                                                                           |                                      |                                                                                                                                                 |  |  |  |  |  |  |  |



| 1. POSITION TITI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | LE                                                  | WORKING TITLE (IF ANY)   BILINGUAL   POSITION TITLE   2. POSITION NUMBER OPTION CODE   2. POSITION NUMBER |                                        |                     |                                                                             |                     |                |                                      |                  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------|-----------------------------------------------------------------------------|---------------------|----------------|--------------------------------------|------------------|--|
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                     |                                                                                                           |                                        |                     | 13673                                                                       | -44-51-             | 102-1          | 0-31                                 |                  |  |
| New/Revised Position ES Specialist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 3                                                   |                                                                                                           | 29                                     | SS                  | 13673                                                                       | -44-51-             | 107-1          | 0-31                                 |                  |  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u> </u>                                            | 4. BUREAU/ DIVISION                                                                                       |                                        |                     | 5. EXMT<br>CODE                                                             | 6. WORK<br>COUNTY   | 7. A/I<br>AUTH | 8.AUDIT                              | 9. OFFICE<br>USE |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                     | Service Delivery/<br>Employment Services F                                                                | Program                                |                     |                                                                             |                     |                |                                      |                  |  |
| New/Revised Position IL Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | of Employment Security                              | Service Delivery/ Field                                                                                   | Ōperatio                               | ons                 | 0                                                                           | 016                 | Υ              | R                                    | - 11             |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                     | 11. UNIT                                                                                                  | 12. TRANSACTION 13. EFFECTIVE DAT CODE |                     |                                                                             |                     |                |                                      |                  |  |
| Existing Position  Chicago Region  New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | on / 71st Street Local Office                       |                                                                                                           |                                        |                     |                                                                             |                     |                | 11/16                                | /2018            |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | on / Pilsen Local Office                            |                                                                                                           |                                        | Rutan               | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☑ MC024 POSITION NUMBER CHANGE |                     |                |                                      |                  |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | TION                                                | 15. BARGAINING/TERM CO                                                                                    | <ul> <li></li></ul>                    |                     |                                                                             |                     |                |                                      |                  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                     |                                                                                                           |                                        |                     | ☐ MC0                                                                       | 28 WORK             | COUN           | DENTICAL  TY CHANC                   | CHANGE<br>SE     |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                     |                                                                                                           | ☐ MC1                                  | 21 ABOLI<br>49 DOWN | WARD                                                                        |                     |                |                                      |                  |  |
| Chicago, IL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                     | RC062                                                                                                     |                                        | N                   |                                                                             | 50 LATER<br>58 UPWA |                |                                      |                  |  |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 16. COMPLETE CURRENT / Under general direction, inc |                                                                                                           |                                        | ENTIAL              | FUNCTI                                                                      | ONS                 |                |                                      |                  |  |
| for the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements programs to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, Reemployment Services and Eligibility Assessment Program (RESEA) and Older Workers; collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, to ensure IDES is delivering employment services in compliance with federal and state regulations, agency procedures and municipal regulations. Implements and recommends guidelines and procedures to establish and maintain relationships with employers and market agency services and programs; identifies positions suitable for all job seeker populations; conducts quality control checks and matches employment opportunities with qualified job seekers. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services. Registers job seekers in the IL Labor Exchange System (IJL). Conducts training needs assessments to implement training modules, webinars, in-person seminars and workshops related to delivery of employment services; develops training content. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Independently performs advanced professional functions for the Wagner-Peyser Program of the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements Wagner-Peyser programs based on state and federal laws, agency procedures and municipal regulations to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, RESEA and Older Workers. Collects and analyzes data on job seekers, including but not |                                                     |                                                                                                           |                                        |                     |                                                                             |                     |                |                                      |                  |  |
| 2. Conducts a variety of training workshops for employers, job seekers and agency staff engaged in delivering employment services. Confers with management to conduct training needs assessments to develop and implement training modules, webinars, in-person seminars and workshops related to the delivery of employment services. Organizes and develops training content using PowerPoint, Microsoft Word and other software; determines best instructional methods. Develops and/or identifies related instructional materials; prepares and/or adapts lesson plans and job aids; selects or prepares audio-visi aids and equipment. Measures overall effectiveness of training programs; identifies needs and recommends corrective action and conducts follow-up studies to review and evaluate training results.  Travels to perform these duties.  DIRECTOR OF CINSCIQNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                     |                                                                                                           |                                        |                     |                                                                             |                     |                | ts to the rosoft ed lio-visual ults. |                  |  |
| I I'm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 27                                                  | NECEIVE                                                                                                   | 1                                      | 10/                 | Ken I                                                                       | Ma                  | m              |                                      | 28/2019          |  |
| CMS-164 (Rev. 10/94                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | U                                                   | MAR 0 6 2019                                                                                              |                                        |                     | O Q                                                                         | 7                   |                |                                      |                  |  |

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

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

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

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

| 1. POSITION TIT                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1//                                                          | ORKING TITLE (IF                                                                                                       | ANY)                                                             | BILINGUAL                                                      | POSI                                      | TION TITLE                                                | 2. POS                                                    | TION NUI                                                   | MBER                                         |                                                    |                                 |  |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------|----------------------------------------------|----------------------------------------------------|---------------------------------|--|
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | **                                                           | J. dano III EE (II                                                                                                     |                                                                  | CODE                                                           | OPT                                       | ION CODE                                                  |                                                           | <b>-44-54-</b> 2                                           |                                              | 0-01                                               |                                 |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                                                                                                                        |                                                                  | 29                                                             | ·                                         | SS                                                        | 13673                                                     | -44-54-2                                                   | 220-1                                        | 0-31                                               |                                 |  |
| Employment S<br>3. AGENCY           | Security S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Specialist 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                              | 4. BUREAU/ DIVI                                                                                                        | SION                                                             |                                                                | <u> </u>                                  |                                                           | 5. EXMT<br>CODE                                           | 6. WORK<br>COUNTY                                          | 7. A/I<br>AUTH                               | 8.AUDIT                                            | 9. OFFICE<br>USE                |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              | 1. 50112.101.511                                                                                                       |                                                                  |                                                                |                                           |                                                           | CODE                                                      | CODIVI                                                     | AOTH                                         |                                                    | 2/16/19 -<br>update to          |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                                                                                                                        |                                                                  |                                                                |                                           |                                                           |                                                           | 0.45                                                       |                                              | _                                                  | Work                            |  |
|                                     | t of Empl                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | loyment Secur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ity                                                          | Service Delive                                                                                                         | ery/ Field                                                       | Operation                                                      | ons                                       |                                                           | 0                                                         | 045                                                        | Y                                            | R<br>3. EFFECTIV                                   | Location                        |  |
| 10. SECTION                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              | 11. UNIT                                                                                                               |                                                                  |                                                                |                                           |                                                           | 12. TRAN<br>CODE                                          |                                                            |                                              |                                                    |                                 |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                                                                                                                        |                                                                  | _                                                              |                                           |                                                           | 10/01/2016                                                |                                                            |                                              |                                                    |                                 |  |
| New/Revised Position  Northern Regi | on                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              | Employment Services                                                                                                    |                                                                  |                                                                |                                           |                                                           | ☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE              |                                                            |                                              |                                                    |                                 |  |
| 14 MORK LOCA                        | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              | 15. BARGAINING/TERM CODE Rutan Exempt                                                                                  |                                                                  |                                                                |                                           |                                                           |                                                           | MC024 POSITION NUMBER CHANGE     MC026 CLARIFY             |                                              |                                                    |                                 |  |
| 14. WORK LOCA<br>Existing Position  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              | 10. BAICAINIVE                                                                                                         | NI LICINI CO                                                     | <u> </u>                                                       |                                           |                                                           | □ мсо                                                     |                                                            | ONAL                                         |                                                    | L CHANGE                        |  |
|                                     | Auro                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ra, IL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                              |                                                                                                                        |                                                                  |                                                                |                                           |                                                           | ☐ MD0                                                     | 21 ABOLIS                                                  | SH                                           |                                                    |                                 |  |
| New/Revised Position                | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | h A II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                              |                                                                                                                        | RC062                                                            |                                                                |                                           | N                                                         | □ MC1                                                     | 49 DOWN<br>50 LATER                                        | AL REA                                       | ALLOCATION                                         | NC                              |  |
| Aurora, 1L                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | h Aurora, IL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ENIT AN                                                      |                                                                                                                        |                                                                  | NT OF PO                                                       | ) SITI                                    | ON ESS                                                    | □ MC1<br>FNTIAI                                           | 58 UPWA                                                    | RD REA                                       | ALLOCATION                                         | ON                              |  |
| % OF TIME                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                              |                                                                                                                        |                                                                  |                                                                |                                           |                                                           |                                                           |                                                            |                                              |                                                    |                                 |  |
|                                     | Service procedule ensures develop Coordin employ recruitne employ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients. |                                                              |                                                                                                                        |                                                                  |                                                                |                                           |                                                           |                                                           |                                                            |                                              |                                                    |                                 |  |
| 25%                                 | 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | an assigned r<br>implementation<br>guidelines an<br>introduce, an                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | egion.<br>on and<br>d prog<br>d integ                        | orms advanced   Initiates, plans, provision of En prams developed prate procedural s and agency go                     | , develops<br>nploymen<br>d by coop<br>innovatio                 | s and or<br>it Servic<br>erating                               | ganiz<br>e Pro<br>public                  | es guid<br>grams;<br>and pi                               | lelines a<br>analyze<br>rivate oi                         | and proc<br>es Fedei<br>ganizati                           | edure<br>al Re<br>ons t                      | es for the<br>gulation<br>o adapt                  | e<br>ns and<br>,                |  |
| 20%                                 | 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | modules, web<br>skills and atti-<br>requirements<br>to effect oper<br>results. Meas<br>corrective act                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | oinars<br>tudes f<br>, facilit<br>ational<br>ures o<br>tion. | t or other related<br>and/or in persor<br>for optimum ach<br>ates formulation<br>I improvements.<br>overall effectiver | n seminar<br>nievement<br>n and inst<br>. Conduct<br>ness of tra | rs for in-<br>t of regional<br>callation<br>cs followaining pr | house<br>onal co<br>of sta<br>-up stograr | e staff o<br>bjective<br>iff deve<br>tudies t<br>ms; ider | developi<br>es; direct<br>lopmen<br>o reviev<br>ntifies n | ment pro<br>cts vario<br>t, organi<br>v and ev<br>eeds and | ogram<br>us pro<br>zation<br>aluat<br>d reco | ns to impogram In and ut In are training In moment | prove<br>tilization<br>ng<br>ds |  |
| 15%                                 | 3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                                                                                                                        |                                                                  |                                                                |                                           |                                                           |                                                           |                                                            |                                              |                                                    |                                 |  |
| DIRECTOR OF C                       | I<br>MS ŞIĞN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ATURĘ ,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | IMMED                                                        | DIATE SUPERVISO                                                                                                        | RSIGNATI                                                         | JFEE /                                                         | GEN                                       | CY HEAD                                                   | SIGNAT                                                    | URE                                                        |                                              |                                                    | DATE                            |  |
|                                     | 1. 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 14/1 39                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                              | £106 a                                                                                                                 | A WAL                                                            | ×                                                              | $\overline{}$                             | _\16                                                      | A m                                                       | May                                                        | <u>ا</u>                                     | 12/2                                               | 22/2016                         |  |
| dM\$ 104 (Flex. 19                  | 794) IL 401<br>0/0/XA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | #1/0/17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                              | INEU                                                                                                                   | ECE                                                              |                                                                |                                           |                                                           |                                                           | 7                                                          |                                              |                                                    |                                 |  |

| 16. (CONTINUE            | D)                                                                                                                                                                                                                                                                                                                                                                            |                                                                                             |                                                                                                                      |                                                                                                                                                        |                                                              |                                                                          |                                                          | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                       |  |  |  |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|--|--|--|
| % OF TIME                |                                                                                                                                                                                                                                                                                                                                                                               | CURRENT AND                                                                                 | ACCURATE STATE                                                                                                       | MENT OF POSITION                                                                                                                                       | IESSENTI                                                     | AL FUNCTIO                                                               | NS (Contin                                               | nued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                       |  |  |  |
| 15%                      | regai<br>of en<br>Illinoi<br>avail<br>empl<br>verify                                                                                                                                                                                                                                                                                                                          | rding the plant<br>oployers to ide<br>is Labor Excha<br>able jobs, utilia<br>oyer interview | ning and implementify positions su<br>ange system; con<br>zing the Spanish<br>s. Accesses Illina<br>a, employment si | ness Services Ou<br>entation of workfor<br>uitable for participa<br>nducts quality revi<br>language when n<br>ois Benefit Informa<br>tatus and wage re | rce recru<br>ants. Pro<br>lews on j<br>ecessary<br>ation Sys | uitment prod<br>ocesses job<br>ob orders;<br>y; screens a<br>stem (IBIS) | cedures.<br>order sp<br>matches<br>applicant<br>and rela | Reviews of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the contro | operations as using the ers with ordinates eations to |  |  |  |
| 10%                      | corre                                                                                                                                                                                                                                                                                                                                                                         | ctive action fo                                                                             | r areas of weakn                                                                                                     | e regional monitor<br>ness found in the L<br>tions on findings to                                                                                      | _ocal Off                                                    | ices of assi                                                             | gned reg                                                 | gion. Utiliz                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                       |  |  |  |
| 05%                      | <ol> <li>Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary.</li> </ol> |                                                                                             |                                                                                                                      |                                                                                                                                                        |                                                              |                                                                          |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
| 05%                      | 7. Keeps abreast of changes to federal and state laws, rules and regulations related to Employment Service programs. Attends related meetings, training sessions, seminars, and conferences to keep job skills up-to-date.                                                                                                                                                    |                                                                                             |                                                                                                                      |                                                                                                                                                        |                                                              |                                                                          |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
| 05%                      |                                                                                                                                                                                                                                                                                                                                                                               | orms other dut<br>nerated above                                                             |                                                                                                                      | r assigned which                                                                                                                                       | are reas                                                     | onably with                                                              | in the so                                                | cope of the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | duties <sup>°</sup>                                   |  |  |  |
| conducting               |                                                                                                                                                                                                                                                                                                                                                                               | rformance eval                                                                              |                                                                                                                      | /ISOR (Responsible recommending and                                                                                                                    |                                                              |                                                                          |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
|                          |                                                                                                                                                                                                                                                                                                                                                                               |                                                                                             |                                                                                                                      |                                                                                                                                                        | WORK                                                         | ING TITLE (                                                              | F ANY)                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
| •                        | 37015-44-54-2                                                                                                                                                                                                                                                                                                                                                                 |                                                                                             |                                                                                                                      |                                                                                                                                                        | Northe                                                       | rn Region I                                                              | ES Prog                                                  | ram Mana                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ger                                                   |  |  |  |
| 18. CHECK TH             | IE APPROPRIA                                                                                                                                                                                                                                                                                                                                                                  | TE BOX IF THI                                                                               | S POSITION IS A                                                                                                      |                                                                                                                                                        |                                                              |                                                                          |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
|                          | RVISOR OR                                                                                                                                                                                                                                                                                                                                                                     | ☐ LEAD W                                                                                    | VORKER                                                                                                               |                                                                                                                                                        |                                                              |                                                                          |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
| tir                      | ne percentage(                                                                                                                                                                                                                                                                                                                                                                | (s) allotted.                                                                               | -                                                                                                                    | <u>st</u> be described in a                                                                                                                            |                                                              | •                                                                        | , ,                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |  |  |  |
| If a box wa<br>headcount |                                                                                                                                                                                                                                                                                                                                                                               | /e, list position t                                                                         | title, position numb                                                                                                 | er, and number of s                                                                                                                                    | subordina                                                    | te incumben                                                              | ts or auth                                               | orized fund                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ed                                                    |  |  |  |
|                          | Position Title                                                                                                                                                                                                                                                                                                                                                                |                                                                                             | Pos                                                                                                                  | sition Number                                                                                                                                          |                                                              | No. of Inc                                                               | cumbents                                                 | or Funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Vacancies                                             |  |  |  |
| N/A                      |                                                                                                                                                                                                                                                                                                                                                                               |                                                                                             |                                                                                                                      |                                                                                                                                                        |                                                              |                                                                          |                                                          | *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                       |  |  |  |
| 40 0050(4)               | 7ED (A)0\4" ==                                                                                                                                                                                                                                                                                                                                                                | 2050 01411.5                                                                                | ADULTIES LISS                                                                                                        | IOLIDE OF OFFI                                                                                                                                         | 1047:0::                                                     | NECECC                                                                   |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | -00EUP                                                |  |  |  |
| PERFORM<br>ABILITIES     | MANCE OF THE                                                                                                                                                                                                                                                                                                                                                                  | WORK OF TH                                                                                  | IS POSITION. NO                                                                                                      | ISURE OR CERTIF<br>DTE: SINCE THERE<br>IFIED ON STANDA                                                                                                 | ARE NO                                                       | W SEVERA                                                                 | L OPTIO                                                  | NS OF SK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ILLS AND                                              |  |  |  |

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in the social sciences and two years of professional experience in program research, evaluation or design, preferably related to Employment Service programs; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design; preferably related to Employment Service programs. Requires extensive knowledge of Employment Service programs, Service Delivery Bureau programs, service goals, activities and operational systems; Workforce Innovation and Opportunity Act regulations and guidelines. Requires working knowledge of state or federal regulations impacting on the design or operation of ES and UI Programs; training, public relations and automated system capabilities within the agency. Requires the ability to effectively communicate with internal and external staff in oral and written form, as well as the general public; establish and maintain cooperative working relationships; analyze problems and adopt an effective course of action; and to use a PC and related software programs. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

**Special Skills**: Requires one year experience in working directly with Illinois Labor Exchange system, job seekers and the business community. Requires experience in public speaking and/or conducting workshop presentations and training. Requires extensive knowledge of MS PowerPoint and Excel, and working knowledge of Illinois Benefit Information System (IBIS).

| ·                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    |                                     |                                                 |                                                        |                                   |                    |                   |                      |  |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------|--------------------------------------------------------|-----------------------------------|--------------------|-------------------|----------------------|--|
| 1. POSITION TIT                     | LE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | W                            | ORKING TITLE (IF ANY)                                                                                                              | BILINGUAL<br>CODE                   | POSITION TITLE<br>OPTION CODE                   | 2. POSI                                                | TION NUI                          | MBER               |                   |                      |  |
| Existing Position                   | Î                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                              |                                                                                                                                    |                                     |                                                 |                                                        |                                   |                    |                   |                      |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    | 29                                  | SS                                              | 18300                                                  | -44-03 <b>-</b> 2                 | 210-10             | )- <del>2</del> 1 |                      |  |
| Hearings Refe                       | eree                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              | 4. BUREAU/ DIVISION                                                                                                                |                                     |                                                 | 5. EXMT                                                | 6. WORK                           | 7. A/I<br>AUTH     | _                 | 9. OFFICE            |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | -                            | 4. DUTLAGE DIVISION                                                                                                                |                                     |                                                 | CODE                                                   | COUNTY                            | AUTH               | 8.AUDIT           | 10/01/18             |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    |                                     |                                                 |                                                        | _                                 |                    |                   | update to            |  |
| New/Revised Position  II Department | of Employment Securi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | tv                           | Legal Services/ Board                                                                                                              | of Review                           | v                                               | 5                                                      | 016                               | Υ                  | R,                | Rutan<br>Exempt      |  |
| 10. SECTION                         | or Empreyment Securi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              | 11. UNIT                                                                                                                           | 12. TRAN                            | VE DATE                                         |                                                        |                                   |                    |                   |                      |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              | 101                                                                                                                                | NO 11 -12                           | CODE                                            |                                                        | -                                 | 0.4/0.5            | (/00.40           |                      |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    |                                     | 04/0 <b>6</b> /2013                             |                                                        |                                   |                    |                   |                      |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    |                                     |                                                 |                                                        |                                   |                    |                   |                      |  |
| Board Decision                      | ns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                              |                                                                                                                                    |                                     | Outes                                           | MC022 EXEMPT CODE CHANGE  MC024 POSITION NUMBER CHANGE |                                   |                    |                   |                      |  |
| 14. WORK LOCA                       | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              | 15. BARGAINING/TERM CO                                                                                                             | DE                                  | Rutan<br>Exempt                                 |                                                        | 24 POSITI<br>26 CLARII            |                    | MBEH CH           | ANGE                 |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              | 26 Wa . +2                                                                                                                         |                                     | -Y                                              |                                                        | 27 ADDITI<br>28 WORK              |                    |                   | L CHANGE             |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    | ☐ MD0                               | 21 ABOLIS                                       | SH                                                     |                                   |                    |                   |                      |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              | RC-10                                                                                                                              |                                     |                                                 |                                                        | 49 DOWN<br>50 LATER               |                    |                   |                      |  |
| 33 S. State St. Chicago, IL 60      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              | HC-10                                                                                                                              |                                     |                                                 | ☐ MC1                                                  | 58 UPWAI                          | RD REA             | LLOCATI           | ON                   |  |
| % OF TIME                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | NT AN                        | D ACCURATE STATEMEN                                                                                                                | IT OF PO                            | SITION ESS                                      | ENTIAL                                                 | FUNCTION                          | ONS                |                   | -819                 |  |
|                                     | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                |                              |                                                                                                                                    |                                     |                                                 |                                                        |                                   |                    |                   |                      |  |
|                                     | Under direction and subject to the acceptance by the Members of the Board, reviews the records of appeals from first-level Hearings Referees in cases involving claims for unemployment insurance benefits under the law and various Federal Employment Security statutes, and prepares legal opinions which, upon acceptance by the members of the Board, become the decisions of the Board on the appeal. Uses the Spanish language to translate documents and provide interpretive services to clients. |                              |                                                                                                                                    |                                     |                                                 |                                                        |                                   |                    |                   |                      |  |
| 25%                                 | Sub-Division of the employ the parties for                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Refere<br>er's pro<br>late a | by resolving jurisdictional e and the Board of Reviences to a claim for benefuppeals to either or both the requests by the parties | ew, as we<br>its; deter<br>he Appea | ell as to the t<br>mines the le<br>als Sub-Divi | timeline<br>egal suf<br>sion Re                        | ess and s<br>ficiency<br>feree ar | sufficion of rea   | ency u<br>sons g  | nder law<br>liven by |  |
| 20%                                 | support a dec<br>insufficiency t                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ision o<br>o dete            | nent content of each file<br>f the Board of Review wi<br>mine whether to remand<br>further investigation or e                      | th respect<br>I the mat             | ct to each is:<br>ter to the Cla                | sue, an<br>aims Ao                                     | d in cas<br>djudicato             | es of I<br>or or A | egal<br>ppeals    | s Sub-               |  |
| 15%                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                                                                                                                                    |                                     |                                                 |                                                        |                                   |                    |                   |                      |  |
| DIRECTOR OF C                       | MS SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | IMMED                        | IATE SUPERVISOR SIGNATU                                                                                                            | IRE AC                              | SENCY HEAD                                      | GIGNAT                                                 | FE /                              |                    | C                 | DATE                 |  |
| Waled                               | 2/                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                              | ID                                                                                                                                 |                                     |                                                 |                                                        |                                   | 10                 | 7/2               | 13/2013              |  |
| SMS-104 (Rev. 10)                   | DE II MARGON TO A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | /                            |                                                                                                                                    | 뜐Ш                                  |                                                 |                                                        |                                   |                    |                   | 7                    |  |
| 51413-104 (Flex. 10)                | MADELTHULO<br>S.M-13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              | AUG 1 20                                                                                                                           | 13                                  | 1                                               |                                                        |                                   |                    |                   |                      |  |

| 16. (CONTINUE                                                                          | D)                                                                  |                                                                                                                                         |                                                                                                                                                                                               | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME                                                                              | 16. COM                                                             | PLETE CURRENT AND                                                                                                                       | ACCURATE STATEMENT OF POSITION                                                                                                                                                                | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                    |
| 15%                                                                                    | 4.                                                                  | administrative and j and as necessary.                                                                                                  | judicial decisions affecting the mat<br>Researches Board of Review ad (                                                                                                                       | s, rules, regulations, procedures, and ters at issue, and consults with supervisors when court precedents in preparation for preparing gs for Referees assigned to the Board of Review.                                                                                                                                                                            |
| 10%                                                                                    | 5.                                                                  | statement of facts a<br>reasons for all cond                                                                                            | and law, an explanation of the app                                                                                                                                                            | aft decision which consists of a clear and concise lication of the statutory provisions to the facts, to every issue that affirms, modifies, reverses or priate.                                                                                                                                                                                                   |
| 10%                                                                                    | 6.                                                                  |                                                                                                                                         | I hearing, and in the preparation o                                                                                                                                                           | earing of, cases coming before the Board of fecisions by the Board of Review in such                                                                                                                                                                                                                                                                               |
| 05%                                                                                    | 7.                                                                  | Performs other duti<br>enumerated above.                                                                                                |                                                                                                                                                                                               | are reasonable within the scope of the duties                                                                                                                                                                                                                                                                                                                      |
|                                                                                        |                                                                     |                                                                                                                                         |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
| conducting                                                                             | g and sig                                                           |                                                                                                                                         |                                                                                                                                                                                               | e for assigning and reviewing work, preparing,<br>I imposing disciplinary action and adjusting grievances                                                                                                                                                                                                                                                          |
|                                                                                        |                                                                     |                                                                                                                                         |                                                                                                                                                                                               | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                             |
| SPSA, Opt 8                                                                            | L 4007                                                              | 70-44-03-000-00-01                                                                                                                      |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
| 18. CHECK TI                                                                           | HE APPE                                                             | OPRIATE BOX IF THI                                                                                                                      | S POSITION IS A:                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                    |
| SUPE                                                                                   | RVISOR                                                              | OR LEAD W                                                                                                                               | VORKER                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                    |
| ti                                                                                     | me perce<br>as check                                                | entage(s) allotted.                                                                                                                     | sponsibilities must be described in a title, position number, and number of s                                                                                                                 | a detailed duty statement(s) with a subordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                    |
|                                                                                        | Position                                                            | ı Title                                                                                                                                 | Position Number                                                                                                                                                                               | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                              |
| n/a                                                                                    |                                                                     |                                                                                                                                         |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                        | <del></del>                                                         |                                                                                                                                         |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                        |                                                                     |                                                                                                                                         |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                        |                                                                     | · · · · · · · · · · · · · · · · · · ·                                                                                                   |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                        |                                                                     |                                                                                                                                         | <del>                                     </del>                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                        |                                                                     |                                                                                                                                         |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                    |
| PERFOR ABILITIE CAN NO                                                                 | MANCE (<br>S AND L<br>LONGER                                        | OF THE WORK OF TH<br>ICENSURE OR CERTI<br>I BE USED.                                                                                    | HIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA                                                                                                                                | FICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                             |
| license to priviles and of to the Deparemental employers, rability to ana clear mental | actice la<br>procedu<br>tment. I<br>epresen<br>alyze and<br>picture | w; two years profess res of administrative Requires the ability to tatives of labor organt appraise facts, evid of the issues involved. | sional experience in legal work; tho<br>hearing agencies; through knowle<br>o maintain satisfactory working rela<br>nizations and other members of the<br>fence, legal and administrative doo | n from a recognized law school; possession of a brough knowledge of judicial and quasi-judicial edge of the laws, rules and regulations applicable ationships with hearings disputants, attorneys, e general public. Requires considerable skill and cuments, records and audits in order to obtain a write the Spanish language at a colloquial speaking clients. |

| 1. POSITION TIT                                                                                                                                                                                                                                                                                                                                                              | . <del>F</del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | T w                    | ORKING TITLE | = (IF ANY)    | BILINGUAL  | POSI   | TION TITLE      | 2. POS          | 2. POSITION NUMBER             |                |                  |                  |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------|---------------|------------|--------|-----------------|-----------------|--------------------------------|----------------|------------------|------------------|--|
| Existing Position                                                                                                                                                                                                                                                                                                                                                            | . <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <del>  ''</del>        |              | - ( //        | CODE       | OPT    | ION CODE        |                 |                                |                |                  |                  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <u></u>                |              |               |            | -      |                 |                 |                                |                |                  |                  |  |
| Office Adminis                                                                                                                                                                                                                                                                                                                                                               | strator 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |              | •             | 29         | ;      | SS1             |                 | -44-08-4                       |                | 0-31             |                  |  |
| 3. AGENCY                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        | 4. BUREAU/   | DIVISION      |            |        |                 | 5. EXMT<br>CODE | 6. WORK<br>COUNTY              | 7. A/I<br>AUTH | 8.AUDIT          | 9. OFFICE<br>USE |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        | ,            |               |            |        |                 |                 |                                |                |                  |                  |  |
| New/Revised Position                                                                                                                                                                                                                                                                                                                                                         | ployment Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        | Legal Serv   | rices/ Appea  | als        |        |                 | 0               | 016                            | N              | R                |                  |  |
| 10. SECTION                                                                                                                                                                                                                                                                                                                                                                  | pioyment decunty                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                        | 11. UNIT     |               |            |        |                 | 12. TRAN        | SACTION                        | 1:             | I<br>3. EFFECTIV | E DATE           |  |
| Existing Position Case Manage                                                                                                                                                                                                                                                                                                                                                | ment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                        |              |               |            |        |                 | OODL            |                                |                | 06/01/           | 2019             |  |
| New/Revised Position  Administration                                                                                                                                                                                                                                                                                                                                         | / Case Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | •                      | Benefit App  | peals         |            |        |                 |                 |                                |                |                  |                  |  |
| 14. WORK LOCA                                                                                                                                                                                                                                                                                                                                                                | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                        | 15. BARGAIN  | NING/TERM C   | ODE        |        | Rutan<br>Exempt |                 |                                |                |                  |                  |  |
| Existing Position                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |              |               |            |        |                 |                 |                                |                |                  |                  |  |
| New/Revised Position<br>Chicago, IL                                                                                                                                                                                                                                                                                                                                          | ·                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |              | RC028         |            |        | N               | I ☐ MC1         | 49 DOWN<br>50 LATER<br>58 UPWA | AL REA         | LLOCATIO         | N                |  |
| % OF TIME                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |              |               |            |        |                 |                 |                                |                |                  |                  |  |
| 35%                                                                                                                                                                                                                                                                                                                                                                          | Under direction, performs complex, specialized and technical functions supporting Case Management activities for Illinois Department of Employment Security (IDES) Unemployment Insurance (UI) appeals; conducts research pertaining to incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; plans, directs, organizes, reviews and evaluates Case Management clerical activities; prepares case files and related documentation for benefit appeals; utilizes systems including but not limited to the Illinois Benefit information System (IBIS); analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; compiles statistical reports of performance; communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; utilizes Spanish language to assist clients who request or need interpretive services. |                        |              |               |            |        |                 |                 |                                |                |                  |                  |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                          | <ol> <li>Plans, direct<br/>implements of<br/>and receipt a<br/>and procedu</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | clerical  <br>and reco | processes fo | or the receip | ot, review | , data | a entry a       | and doc         | keting o                       | f inco         | ming ap          | peals            |  |
| 3. Prepares case files and related documentation and physical evidence for benefit appeals; utilizes systems including but not limited to IBIS to monitor, update and correct information in physical and electronic case files; creates appeals files for viewing in the office by parties; creates and/or generates appeals notices and mails notices to involved parties. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |              |               |            |        |                 |                 |                                |                |                  |                  |  |
| DIRECTOR OF C                                                                                                                                                                                                                                                                                                                                                                | MS SIANATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | IMMED                  | ATE SUPERVI  | SEIVE         |            |        |                 | SIGNATI         |                                |                | D.               | ATE              |  |
|                                                                                                                                                                                                                                                                                                                                                                              | first fact:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        | JUN          | 1 8 2019      | 9 )        | th     | oma<br>by       | -Sa             | m                              | ن<br>س         | 06/1             | 7/2019           |  |

| 16. (CONTINUE        |                       |                                                                                                             |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                          |
|----------------------|-----------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME            | 16. COM               | PLETE CURRENT AND                                                                                           | ACCURATE STATEMENT OF POSITION                                                                                                                       | N ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                        |
| 10%                  | 4.                    | deadlines for work                                                                                          | projects; using a PC and agency s<br>trains inventory of office supplies ar                                                                          | establishes and monitors priorities and tracks supplied software compiles statistical reports of and equipment; coordinates orders for new                                                                                                                                                               |
| 10%                  | 5.                    | Provides guidance<br>reassigns staff to n<br>approves time off;<br>abreast of changes<br>coordinates the im | and training to assigned staff; cou<br>neet day-to-day operating needs; e<br>prepares and signs performance e<br>s in policy, procedures and progran | ubordinate staff; serves as a working supervisor. unsels staff regarding work performance; establishes annual goals and objectives; evaluations. Conducts meetings to keep staff m operations. Discusses problem areas and conducts pre-disciplinary meetings under the evant information or assistance. |
| 10%                  | 6.                    | and make recomm<br>personnel to correc                                                                      | endations for annual program goal                                                                                                                    | edural and work flow problems, propose solutions<br>als and objectives; confers with central and field<br>on for administration of the Illinois Unemployment<br>elates to benefit appeals.                                                                                                               |
| 10%                  | 7.                    | personnel seeking regarding policies                                                                        | information and assistance on pen<br>and procedures; accesses and revi                                                                               | rs, interested governmental agencies and IDES nding appeals; provides information to claimants views case files to answer inquiries from walk-ins sist clients who request or need interpretive                                                                                                          |
| 05%                  | 8.                    | Performs other dut enumerated above                                                                         |                                                                                                                                                      | are reasonably within the scope of the duties                                                                                                                                                                                                                                                            |
| conducting           | and sign              |                                                                                                             |                                                                                                                                                      | e for assigning and reviewing work, preparing,<br>d imposing disciplinary action and adjusting grievances                                                                                                                                                                                                |
|                      |                       |                                                                                                             | · · · · · · · · · · · · · · · · · · ·                                                                                                                | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                   |
| PSA, Opt. 1          | 37015-                | 44-08-400-00-01                                                                                             |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                          |
| 18. CHECK TH         | HE APPR               | OPRIATÉ BOX IF THI                                                                                          | IS POSITION IS A:                                                                                                                                    |                                                                                                                                                                                                                                                                                                          |
| ⊠ SUPE               | RVISOR                | OR LEAD V                                                                                                   | VORKER ,                                                                                                                                             |                                                                                                                                                                                                                                                                                                          |
| tiı                  | me perce<br>as checke | ntage(s) allotted.                                                                                          | sponsibilities must be described in a title, position number, and number of s                                                                        | a detailed duty statement(s) with a subordinate incumbents or authorized funded                                                                                                                                                                                                                          |
|                      | Position              | Title                                                                                                       | Position Number                                                                                                                                      | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                    |
| Office Associa       | te                    |                                                                                                             | 30015-44-08-420-30-32                                                                                                                                | . 2-3                                                                                                                                                                                                                                                                                                    |
|                      |                       |                                                                                                             |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                          |
|                      |                       | ·                                                                                                           |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                          |
| 40 0050111           | 700 1011              |                                                                                                             | APPLITIES LIGHTING OF STREET                                                                                                                         | TO A TION AND COMPANY FOR THE CHARLES                                                                                                                                                                                                                                                                    |
| PERFORM<br>ABILITIES | MANCE C               | F THE WORK OF TH                                                                                            | IIS POSITION. NOTE: SINCE THERE                                                                                                                      | FICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                   |
|                      |                       |                                                                                                             |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                          |

Requires knowledge, skill and mental development equivalent to completion of two years of study at a secretarial/business college and two years of office experience; or completion of high school and four years of Office Assistant experience; or four years independent business experience. Requires extensive knowledge of office procedures and programs; elementary mathematics and grammar, including familiarity of legal terminology. Requires working knowledge of Illinois Department of Employment Security (IDES) program operations and policies, including but not limited to the Illinois Unemployment Insurance (UI) Act, Rules and Administrative Code. Requires ability to operate manual and automated office equipment; direct and supervise the work of a nonprofessional office staff; use a PC with related software packages such as database management, spreadsheets, electronic mail and word processing. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



| 1. POSITION TITL     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 | W/d                                                               | ORKING TITLE (IF ANY)                                                                                                                                                                                    | BILINGUAL                                                         | POSITI                              | ION TITLE                               | 2. POSI                                    | ITION NU                                         | MBER                                 | -                                         |                                       |  |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------|-----------------------------------------|--------------------------------------------|--------------------------------------------------|--------------------------------------|-------------------------------------------|---------------------------------------|--|
| Existing Position    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   | CODE OPTION CODE                                                                                                                                                                                         |                                                                   |                                     |                                         | 30015-44-03-310-10-38                      |                                                  |                                      |                                           |                                       |  |
| New/Revised Position |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         |                                            |                                                  |                                      |                                           |                                       |  |
| Office Associat      | te                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <u></u>                                                                         |                                                                   | 29 S2                                                                                                                                                                                                    |                                                                   |                                     |                                         | 30015-44-03-000-10-38                      |                                                  |                                      |                                           |                                       |  |
| 3. AGENCY            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   | 4. BUREAU/ DIVISION                                                                                                                                                                                      |                                                                   |                                     |                                         | 5. EXMT<br>CODE                            | 6. WORK<br>COUNTY                                | 7. A/I<br>AUTH                       | 8.AUDIT                                   | 9. OFFICE<br>USE                      |  |
| Existing Position    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         |                                            |                                                  |                                      |                                           |                                       |  |
| New/Revised Position |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   | Legal Services/ Board                                                                                                                                                                                    | of Review                                                         | N                                   |                                         | 0                                          | 016                                              | Υ                                    | R                                         |                                       |  |
| IDES<br>10. SECTION  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   | 11. UNIT                                                                                                                                                                                                 |                                                                   |                                     |                                         | 12. TRAN                                   | SACTION                                          | 13                                   | . EFFECTIV                                | E DATE                                |  |
| Existing Position    | <del></del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                 |                                                                   |                                                                                                                                                                                                          | <del></del>                                                       |                                     |                                         | CODE                                       |                                                  |                                      | 04/04                                     | (0044                                 |  |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         |                                            |                                                  |                                      | 01/01/                                    | 2014                                  |  |
| New/Revised Position |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 | •                                                                 |                                                                                                                                                                                                          |                                                                   |                                     |                                         | ☐ MA0:                                     | 21 ESTAE                                         | ILISH                                |                                           | }                                     |  |
| Administrative       | Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                 |                                                                   |                                                                                                                                                                                                          | <del></del>                                                       |                                     | Rutan                                   | _                                          | 22 EXEMI<br>24 POSIT                             |                                      |                                           |                                       |  |
| 14. WORK LOCAT       | TION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                 |                                                                   | 15. BARGAINING/TERM C                                                                                                                                                                                    | ODE                                                               |                                     | Exempt                                  | ☑ MC0                                      | 26 CLARI                                         | FY                                   |                                           | 1                                     |  |
| Existing Position    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         | ☐ MC0                                      | 28 WORK                                          | COUNT                                |                                           | _CHANGE  <br>BE                       |  |
| New/Revised Position |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   | -                                   |                                         |                                            | 21 ABOLI<br>49 DOWN                              |                                      | REALLOC                                   | ATION                                 |  |
| 33 S. State Str      | eet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                 |                                                                   | RC014                                                                                                                                                                                                    |                                                                   | 1                                   | N                                       | MC1                                        | 50 LATER                                         | IAL REA                              | LLOCATIO                                  | NC                                    |  |
| Chicago, IL 60       | 603                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         |                                            |                                                  |                                      |                                           | , , , , , , , , , , , , , , , , , , , |  |
| % OF TIME            | 16. COM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | IPLETE CURR                                                                     | ENT AN                                                            | ID ACCURATE STATEME                                                                                                                                                                                      | NT OF PO                                                          | DSITIC                              | N ESS                                   | <u>ENTIAL</u>                              | FUNCTI                                           | ONS                                  | <u> </u>                                  |                                       |  |
| 30%                  | Under direction, performs specialized word processing of Board of Review and Circuit Court decisions and related legal correspondence; performs a variety of related functions involving the acquisition of information from various sources requiring technical knowledge of the Benefit Information System to input and extract information. On a rotational basis, serves as office receptionist and timekeeper. Provides interpretative services for Spanish speaking clients.  1. Using a personal computer and related equipment, types and scans Board of Review and Circuit Court decisions and related legally binding documents, bringing significant matters to the manager's attention; prioritizes correspondence by type of action required. Develops, formats or inputs necessary information from documents to create agency records and legally complete documents |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         |                                            |                                                  |                                      |                                           |                                       |  |
| 25%                  | 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | and accuracy Choosing appupdate transadocuments s prioritize issuinformation; s | r have I<br>propriat<br>actions<br>ent via<br>les, doc<br>perform | s materials for gramma<br>been approved.<br>te computerized system<br>on the Benefit Informat<br>e-fax, fax, and mail. Accument results, create r<br>is functions related to d<br>e maintenance and retr | ns, access<br>tion Syste<br>ccess and<br>ecords for<br>isposition | ses da<br>m, Bo<br>I use :<br>r use | atabase<br>bard Do<br>system<br>by othe | es to inpocketing<br>s relate<br>er staff. | out, extra<br>g, and sy<br>ed to void<br>Archive | act, re<br>/stems<br>ce rec<br>s and | evise an<br>s to han<br>ordings<br>tracks | d/or<br>idle<br>and                   |  |
| 15%                  | <ol> <li>Using the Spanish language when necessary, receives, records and handles public inquiries.         Analyzes information from electronic agency records, policies and procedures to respond to public and agency staff request for information; maintains confidentiality of documents and case information.     </li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                 |                                                                   |                                                                                                                                                                                                          |                                                                   |                                     |                                         |                                            |                                                  |                                      |                                           |                                       |  |
| 15%                  | 4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | appeals and                                                                     | greets                                                            | s, serves as office rece<br>visitors. Opens, sorts,<br>ivered mail. Performs re                                                                                                                          | prepares                                                          | and d                               | listribut                               | es mail                                    | ; ascerta                                        | ains c                               |                                           |                                       |  |
| DIRECTOR OF C        | MS SIGNA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ATUŘE 🛆                                                                         | IMMED                                                             | DIATE SUPERVISOR SIGNA                                                                                                                                                                                   | TURE 1 A                                                          | GENC                                | Y HEAD                                  | SIGNAT                                     | URE                                              |                                      |                                           | DATE                                  |  |
| 0                    | )n,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 100V                                                                            |                                                                   |                                                                                                                                                                                                          | ľ                                                                 |                                     | 7 /                                     | 6                                          |                                                  |                                      | 101                                       | 20/12                                 |  |
| Dento                | INTO INTO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 1 1 P                                                                           |                                                                   | 30, 31                                                                                                                                                                                                   | 4, 1,                                                             | }                                   | W/                                      |                                            | 10-                                              |                                      | 10                                        | -0117                                 |  |
| CIVIS-104 (Havyill)  | 1/15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | mard<br>114                                                                     |                                                                   | L'                                                                                                                                                                                                       | ~ · · · · · · · · · · · · · · · · · · ·                           | 7                                   | y 1                                     |                                            |                                                  |                                      |                                           |                                       |  |

| 16. (CONTINUE |                                                                |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |
|---------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| % OF TIME     | 16. COMPLETE CURRENT AND                                       | ACCURATE STATEMENT OF POSITION                                                                                     | ESSENTIAL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |
| 10%           | reviews for accurac<br>processing; resolve                     | ey and completion; enters informati<br>es discrepancies. Maintains all time<br>neets, leave requests, calendar and | approved leave requests and timesheets and on into automated timekeeping system for and attendance records including sign-in FI-46 timesheets. Monitor and track employee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| 05%           | <ol><li>Performs other duti<br/>defined.</li></ol>             | es as required or assigned that are                                                                                | e reasonably within the scope of those previous                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | у |
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| :<br>'        |                                                                |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |
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| 17. POSITION  | N TITLE AND NUMBER OF IMN                                      | MEDIATE SUPERVISOR (Besponsible                                                                                    | for assigning and reviewing work, preparing,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | _ |
| conducting    |                                                                |                                                                                                                    | imposing disciplinary action and adjusting grievance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | s |
|               | umberit of this position.)                                     |                                                                                                                    | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | _ |
| SPSA, Opt 8   | L 40070-44-03-000-00-01                                        |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |
| . ,           | HE APPROPRIATE BOX IF THE                                      | S POSITION IS A:                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | _ |
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| SUPE          | RVISOR OR LEAD W                                               | VORKER                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |
| NOTE: S       | upervisory or lead worker res<br>me percentage(s) allotted.    | ponsibilities <u>must</u> be described in a                                                                        | detailed duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |
| If a box w    | as checked above, list position                                | title, position number, and number of s                                                                            | ubordinate incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |
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| n/a           | Position Title                                                 | Position Number                                                                                                    | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |
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| 19. SPECIAL   | IZED KNOWLEDGES, SKILLS,                                       | ABILITIES, LICENSURE OR CERTIF                                                                                     | CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| ABILITIE      | S AND LICENSURE OR CERTILLONGER BE USED.                       | IFICATION IDENTIFIED ON STANDA                                                                                     | RDS, THE PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |
| Requires kno  | wledge skill and mental do                                     | relanment equivalent to the comple                                                                                 | etion of high school and two years of office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |
| experience.   | Requires extensive knowledg                                    | ge of office practices and procedure                                                                               | es; composition, grammar and spelling, including                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | g |
| legal termino | ology. Requires the ability to                                 | use and operate complex compute                                                                                    | erized systems on mainframe, to use a PC with                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | - |
| and telephor  | grams (including but not limit<br>ne systems. Requires the abi | led to IVIS VVord, Excel, PowerPoin<br>lity to work within short timeframes                                        | t and Outlook), peripheral computer equipment,<br>make decisions independently; work with and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |   |
| maintain cor  | ifidentiality of documents and                                 | case information; and the ability to                                                                               | o type accurately at 45 wpm. Requires the abilit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | у |
| to speak Spa  | anish at a colloquial level.                                   |                                                                                                                    | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | • |
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|                                   | Administrator                                                                                                                                                                                                                              | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 29                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | SS1                                                                                                                                                                                   | 3/015<br>5. 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A/I                                                                               |                                                                                                                                                           | 9. OFFICE                                       |  |
| 3. AGENCY Existing Position       | · · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                      | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         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| New/Revised Position IL Departmen | t of Employment Security                                                                                                                                                                                                                   | rity Administration/ Human Resource Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        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| 10. SECTION                       |                                                                                                                                                                                                                                            | 11. 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| 14. WORK LOCA                     | TION                                                                                                                                                                                                                                       | 15. 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| Existing Position                 |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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| 20%                               | Resource Managemen procedures; directs star projects; interprets pro assure they are being decree, Personnel Rule  2. Plans, assigns, reviews Provides guidance and                                                                        | n; provides leadership and<br>edures governing recruitm<br>vs. Republican Party of II<br>s to develop and coordina                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | d direction and alinois" justeemploise emploise attest he exist the ions and tablishes e with the cy policies subordinate; 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Rejection superforma | entation<br>ninistration<br>rets pro-<br>ces.<br>orivate a<br>of the less and<br>a Selection<br>ops plan<br>publicant<br>d regular<br>rvisor.<br>nce; rea | n of on of ogram and Human ion n Party" ations. |  |
| 15%<br>DIRECTOR OF C              | prepares and signs per policy, procedures and implementation of corresupervision of a non-ur.  3. Develops the operation agency. Designs proce vacancies. Establishes Implements and evalua and federal regulations to assure needed servi | formance evaluations. Conformance evaluations. Dispersive action; when appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate employment of appropriate expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensive expensi | onducts cusses printed on the cusses printed on the custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom custom | meetings to problem area onducts pre tinformation viewing and ant a workab recruitment dures designactices. 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| MS-104 (Rev. 104)<br>Uhula 1      | apscott 4117/15                                                                                                                                                                                                                            | APR 1 4 2015                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          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| 16. (CONTINUE                                                                                                                                                        | (D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 |                                                                                                                         |  |  |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| % OF TIME                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                     | ESSENTI                         | AL FUNCTIONS (Continued)                                                                                                |  |  |  |  |
| 15%                                                                                                                                                                  | 4. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations. Develops, promotes and facilitates job placements for the Department by recruiting applicants for under-utilized positions. Participates in outreach activities specifically designed to recruit protected class applicants and targeted affirmative action groups, including African-American, Asian, Hispanic, Native American and women. |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 |                                                                                                                         |  |  |  |  |
| 10%                                                                                                                                                                  | completes candidate<br>appropriate Rutan p                                                                                                                                                                                                                                                                                                                                                                                                                                        | 5. Serves as a certified Rutan interviewer and/or sits on interview panel; scores candidates' interviews, completes candidate evaluation forms, determines candidate to be selected; monitors to ensure appropriate Rutan procedures are followed and documents are completed accurately. Using the Spanish language, assesses Spanish Speaking abilities of candidates applying for Spanish language option jobs. |                                 |                                                                                                                         |  |  |  |  |
| 10%                                                                                                                                                                  | procedural review of<br>accepting and / or re<br>transmitting bidders                                                                                                                                                                                                                                                                                                                                                                                                             | gaged in the process of posting and for processing requests to post and five pecting requests to post. Ensures to lists and applications to managers olicies and any other related rules a                                                                                                                                                                                                                         | II vacan<br>that the<br>in acco | t positions. Establishes criteria for procedures for categorizing and rdance with Personnel Rules, labor                |  |  |  |  |
| 05%                                                                                                                                                                  | recruitment activities                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                    | re regar                        | ms and related community based ding the hiring process. Discusses the ports reflecting status of recruitment            |  |  |  |  |
| 05%                                                                                                                                                                  | and procedures or re                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                    | nt proce                        | meetings to inform staff on hiring process esses; provides advice and instruction to sions in agency offices statewide. |  |  |  |  |
| 05%                                                                                                                                                                  | Performs other dutie enumerated above.                                                                                                                                                                                                                                                                                                                                                                                                                                            | es as required or assigned which ar                                                                                                                                                                                                                                                                                                                                                                                | e reaso                         | nably within the scope of the duties                                                                                    |  |  |  |  |
| conducting                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | MEDIATE SUPERVISOR (Responsible uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                              |                                 | ning and reviewing work, preparing,<br>g disciplinary action and adjusting grievances                                   |  |  |  |  |
|                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                    | WORK                            | ING TITLE (IF ANY)                                                                                                      |  |  |  |  |
| SPSA, Opt 1                                                                                                                                                          | 40070-44-16-000-00-01                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                    | Manac                           | ger of Human Resource Management                                                                                        |  |  |  |  |
| 18. CHECK TH                                                                                                                                                         | HE APPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                                                                                                                                                                                                         | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                  |                                 | <u> </u>                                                                                                                |  |  |  |  |
| 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                                                                                   |  |  |  |  |
|                                                                                                                                                                      | rces Specialist                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 19693-44-16-500-10-01, -10-51                                                                                                                                                                                                                                                                                                                                                                                      |                                 | 1 - 3<br>1 - 3                                                                                                          |  |  |  |  |
| Human Resou                                                                                                                                                          | In Resources Representative 19692-44-16-500-10-01, -10-51 1 - 3                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 |                                                                                                                         |  |  |  |  |

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

Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in Business or Public Administration and three years of progressively responsible administrative experience in a public or business organization. Requires thorough knowledge of the principles and practices of public and business administration; collective bargaining contracts and CMS personnel rules as they apply to filling positions. Requires the ability to: travel; establish and maintain effective working relationships; interpret bargaining contracts, personnel rules, agency programs, policies and procedures; analyze, review and evaluate candidate skills; communicate with others; evaluate and document work of staff; write in a clear and concise manner and to use a PC with related software programs such as word processing, database, spreadsheets and electronic mail. Requires ability to speak and write Spanish at a colloquial level. Special Skills: Of the three years experience, requires two years experience in the area of hiring under the provisions of the CMS Personnel Code and Rules and experience as a certified Rutan interviewer. Requires extensive knowledge of personnel-related computer systems and software, including EELS (Electronic Eligible List System), PEERS (Personnel Examination and Eligibility Records System) and the CMS Personnel Inquiry System.

| 1. POSITION TITLE                       | WORKING TITLE (IF<br>ANY)                  | BILINGUA<br>CODE |                    | TION TITLE                  | 2. PO   | SITION      | NUMBER               |
|-----------------------------------------|--------------------------------------------|------------------|--------------------|-----------------------------|---------|-------------|----------------------|
| EXISTING POSITION                       | State Monitor Advocate (SMA)               |                  |                    |                             |         |             |                      |
| NEW/REVISED POSITION                    | Migrant and Seasonal<br>Farmworkers (MSFW) |                  |                    | SS1                         | 3701    | 5-44-40     | -220-00-31           |
| Public Service Administrator            | Program Manager                            | 29               |                    |                             | 0.01    | ,           |                      |
| 3. AGENCY                               | 4. BUREAU/DIVISION                         |                  | 5.<br>EXMT<br>CODE | 6. WORK                     |         | 8.<br>AUDIT | 9. OFFICE USE        |
| EXISTING POSITION                       |                                            |                  |                    |                             |         |             |                      |
| NEW/REVISED POSITION                    |                                            |                  |                    |                             |         |             |                      |
| IL Department of<br>Employment Security | Business Services                          |                  | 0                  | 084                         | 1       | R           |                      |
| 10. SECTION                             | 11. UNIT                                   |                  |                    | 12. TRANS                   | SACTION |             | . EFFECTIVE<br>ATE   |
| EXISTING POSITION                       | Migrant & Seasonal Fa                      | rmworker         | S                  | ☐ MA021                     |         | L           | 11/01/2021<br>CHANGE |
| NEW/REVISED POSITION                    | Migrant and Seasonal F                     | armwork          | ers                | ☐ MC024                     | POSITIO | ON NUMB     | ER CHANGE            |
| Intra-Agency Coordination               | Program                                    |                  |                    |                             | CLARIF  | Υ           |                      |
| 14. WORK LOCATION                       | 15. BARGAINING/TERM                        |                  | JTAN<br>KEMPT      | ☐ MC027<br>CHANGE           |         |             |                      |
| EXISTING POSITION                       | · · · · · · · · · · · · · · · · · · ·      | <u> </u>         |                    | ☐ MC028                     |         |             | CHANGE               |
| EXISTING POSITION                       |                                            |                  |                    | ☐ MD021                     |         |             | ALLOCATION           |
| NEW/REVISED POSITION                    |                                            |                  |                    | ☐ MC150                     |         |             |                      |
| Springfield, IL                         | MG063                                      |                  | N                  | ☐ MC158 UPWARD REALLOCATION |         |             |                      |

| % OF<br>TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 30%          | Under administrative direction, serves as Migrant and Seasonal Farmworkers (MSFW) Program     Manager for the Illinois Department of Employment Security (IDES)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|              | Organizes, plans, executes, controls and evaluates the IDES Migrant and Seasonal Farmworkers (MSFW) program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|              | <ul> <li>Directs statewide program activities, implements policies and procedures and provides<br/>leadership and guidance concerning rules, regulations, policies and procedures<br/>pertaining to migrant and seasonal farm workers, H-2A Temporary Agricultural Workers<br/>(H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                              |
|              | <ul> <li>Organizes program goals and objectives, monitors and evaluates program performance,<br/>identifies problems, and coordinates with agency management to resolve issues and<br/>implement corrective action and/or program improvements</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|              | <ul> <li>Confers with the State Monitor Advocate (SMA) and the U.S. Department of Labor<br/>(USDOL) to develop and/or implement monitoring systems and coordinate farmworker<br/>outreach to ensure migrant and seasonal farmworkers have equitable access to career<br/>services, skill development and workforce protections, in accordance with federal<br/>regulations, the Workforce Investment Opportunity Act (WIOA) and/or other related<br/>federal and/or state legislation</li> </ul>                                                                                                                                                                                                                                 |
|              | Develops and/or implements a system to help agricultural employers recruit qualified workers on a temporary and/or seasonal basis                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              | Reviews and approves Interstate and Intra-State Agricultural Clearance Orders under the federal-state system                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|              | <ul> <li>Directs and/or performs onsite inspections to assure compliance regarding the terms and conditions of employment, including but not limited to housing and other guarantees</li> <li>Develops annual outreach plan to set forth goals and objectives, including but not limited to provision of interpretive services, to locate and contact MSFW who are not being reached by normal intake activities conducted by IDES Local Offices</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> <li>Travels to perform these duties.</li> </ul>                                                                                                                             |
| 25%          | 3. Serves as full line supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|              | <ul> <li>Plans, assigns, reviews and evaluates the work of subordinate staff</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Conducts meetings to keep staff abreast of changes in policy, procedures and program operations</li> <li>Discusses problem areas</li> <li>Coordinates the implementation of corrective action</li> <li>Adjusts first level grievances</li> <li>Effectively implements disciplinary action, up to and including discharge</li> <li>Determines and recommends staffing needs</li> </ul> |

Position # Page 2 of 6



| % OF<br>TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15%          | 2. Serves as liaison to agency staff, employers, federal, state and local officials, community-based organizations and other interested parties in matters pertaining to the Migrant and Seasonal Farmworkers (MSFW) Program                                                                                                                                                                                                               |
|              | <ul> <li>Develops training curriculum and training materials on the implementation of the IDES MSFW program and to explain the purpose and benefits of the program utilizing a PC and software including but not limited to Microsoft (MS) PowerPoint and MS Word</li> <li>Travels statewide to conduct a variety of trainings in person and/or via webinars,</li> </ul>                                                                   |
|              | utilizing systems including but not limited to Webex                                                                                                                                                                                                                                                                                                                                                                                       |
|              | Presents training on outreach and recruitment of MSFW  Provides training to sometime to an MSFW                                                                                                                                                                                                                                                                                                                                            |
|              | <ul> <li>Provides training to employers on current methods for reporting data on MSFW</li> <li>Directs and/or conducts training of agency staff on methods for improving services to MSFW within the employment service system</li> </ul>                                                                                                                                                                                                  |
|              | Conducts follow-up studies to review and evaluate training results and identify areas for improvement                                                                                                                                                                                                                                                                                                                                      |
|              | Utilizes Spanish language to assist clients who request or need interpretive services                                                                                                                                                                                                                                                                                                                                                      |
| 10%          | 4. Utilizing word processing, spreadsheet and database management software, creates and/or prepares and submits a variety of state and/or federal reports and grant proposals and reports, including but not limited to complex statistical reports, the four-year Agricultural Outreach Plan, an annual summary of agency services provided to migrant and seasonal farm workers and Labor Exchange Agricultural Reporting system reports |
|              | <ul> <li>Gathers and analyzes data to evaluate compliance with Federal regulations</li> <li>Reviews performance reports and other related reports in accordance with federal, state, and/or agency procedures and timeliness guidelines</li> </ul>                                                                                                                                                                                         |
| 10%          | 5. Directs, coordinates, and participates in difficult and involved field investigations of violations to legal protections afforded to migrant and seasonal farmworkers (MSFW)                                                                                                                                                                                                                                                            |
|              | <ul> <li>Implements and/or maintains a program for onsite monitoring to ensure compliance with<br/>MSFW program policies and procedures</li> <li>Resolves complaints and issues</li> </ul>                                                                                                                                                                                                                                                 |
|              | <ul> <li>Ensures violations to the Fair Labor Standards Act, Immigration and Nationality Act, and<br/>Migrant and Seasonal Agricultural Worker Protection Act or other related laws are<br/>forwarded to the relevant federal agencies</li> </ul>                                                                                                                                                                                          |
|              | Performs follow-up on violations forwarded to federal agencies.                                                                                                                                                                                                                                                                                                                                                                            |
|              | Conducts follow-up visits to ensure corrective actions have been implemented.    Conducts follow-up visits to ensure corrective actions have been implemented.                                                                                                                                                                                                                                                                             |
|              | <ul> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> <li>Travels to perform these duties</li> </ul>                                                                                                                                                                                                                                                                                         |
| 05%          | Controls the statewide worker/employer Employment Service and Employment-Related Law Complaint System                                                                                                                                                                                                                                                                                                                                      |
|              | Investigates and/or directs investigations                                                                                                                                                                                                                                                                                                                                                                                                 |

Position # Page 3 of 6

| % OF TIME 16. COMPLETE                                                                  | CURRENT AND ACCURATE                        | STATEMENT OF F                            | POSITION ESSENTIAL FUNCTIONS                                                                            |
|-----------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------|
| • Pei                                                                                   | rforms follow-up on complai                 | int referrals forwar<br>Department of Lab | a relevant enforcement agency rded to enforcement agencies oor regarding complaints received            |
|                                                                                         | other duties as required or a merated above | issigned which are                        | e reasonably within the scope of the                                                                    |
| 17. POSITION TITLE AND NU preparing, conducting and sig adjusting grievances for the in | ning performance evaluations;               | ISOR (Responsible effectively recomm      | e for assigning and reviewing work, nending and imposing disciplinary action and WORKING TITLE (IF ANY) |
| CDCA O=+ 1 40070 44 4                                                                   | 0.200.00.01                                 | **************************************    | TOTAL (II /III)                                                                                         |
| SPSA, Opt. 1 40070-44-4                                                                 |                                             |                                           |                                                                                                         |
| 18. CHECK THE APPROPRIA                                                                 | ATE BOX IF THIS POSITION I                  | IS A:                                     |                                                                                                         |
| ⊠ Supervisor ☐ Lead Wo                                                                  | · · · · · · · · · · · · · · · · · · ·       | _                                         |                                                                                                         |
|                                                                                         |                                             |                                           | a detailed duty statement(s) with a time                                                                |
|                                                                                         |                                             |                                           | sition number, and number of                                                                            |
| subordinate incumbents or                                                               | authorized funded headcou                   | ınt.                                      |                                                                                                         |
| Position Title                                                                          | Position Nu                                 | ımber                                     | No. of Incumbents or Funded Vacancies                                                                   |
| ES Specialist 3, SS                                                                     | 13673-44-40-220-10-3                        | 31                                        | 1-5                                                                                                     |
| ES Specialist 1, SS (Peoria,                                                            | 13671-44-21-220-20-3                        | 31, -30-31,                               | 5-15                                                                                                    |
| Champaign, Belleville, Springt                                                          | field, -40-31, -50-31, -60-31               | , -70-31                                  |                                                                                                         |
| Quincy, North Aurora)                                                                   |                                             |                                           |                                                                                                         |
| 19. SPECIALIZED KNOWLED<br>SUCCESSFUL PERFORMAN                                         | ICE OF THE WORK OF THIS                     | POSITION. NOTE:                           | RTIFICATION NECESSARY FOR THE<br>: SINCE THERE ARE NOW SEVERAL<br>N IDENTIFIED ON STANDARDS, THE        |

#### Minimum Qualifications

- 1. Requires knowledge, skill and mental development equivalent to completion of four (4) years of college, preferably with courses in business, public administration or social services
- 2. Requires prior experience equivalent to three (3) years of progressively responsible administrative experience in a public or business organization
- 3. Requires the ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

#### Preferred Qualifications (In Order of Significance)

PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

- 1. Experience requiring knowledge of employment laws and regulations and applying federal and state legislation to specific issues regarding delivery of employment services to migrant and seasonal farmworkers (MSFW) in accordance with state and federal guidelines
- 2. Two (2) years of professional experience supervising staff, including providing training and evaluating staff performance

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.

3. Three (3) years of managerial experience in the development, implementation and maintenance of an employment services program, or a program in a related area providing employment, human resource development or social welfare services, including developing long term goals and objectives, and directing activities and operations

4. Professional experience preparing government reports and/or reports to external funding bodies, such as grant reporting

5. Professional experience developing a training curriculum and conducting training

6. Professional experience using Microsoft Excel to prepare complex statistical reports for federal or state reporting

7. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

8. Experience requiring knowledge of employment laws and regulations and applying federal and state legislation to specific issues regarding delivery of employment services to H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) in accordance with state and federal guidelines

#### 20. CONDITIONS OF EMPLOYMENT

1. Requires the ability to travel extensively, including overnight stays

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as Migrant and Seasonal Farmworkers (MSFW) Program Manager. This position will provide guidance concerning rules, regulations, policies and procedures pertaining to migrant and seasonal farm workers, H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B). Responsibilities include implementing an outreach program to reach migrant and seasonal farmworkers to help them access IDES services, implementing a process to help agricultural employers recruit qualified workers on a temporary and/or seasonal basis, performing onsite inspections to assure compliance regarding the terms and conditions of employment, preparing a variety of state and/or federal reports and grant proposals, including but not limited to complex statistical reports, and traveling statewide to conduct training. This position provides a great opportunity for someone who has a strong knowledge of state and federal employment laws, programs and services pertaining to migrant and seasonal farmworkers and H-2A and H-2B workers and is dedicated to providing employment services and monitoring compliance with state and federal employment laws. The ideal candidate for this position will have extensive experience providing employment services to migrant and seasonal farmworkers, strong leadership skills, and experience preparing grant reports and supervising a team of that provides services over a wide geographical area. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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

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

| DIRECTOR OF CMS<br>SIGNATURE | IMMEDIATE SUPERVISOR<br>SIGNATURE | AGENCY HEAD SIGNATURE    | DATE       |
|------------------------------|-----------------------------------|--------------------------|------------|
| granel Jack                  |                                   | Kristin Richard myselmis | 11/12/2021 |
| by D. Shaut                  |                                   |                          |            |

Position # Page 6 of 6



|                                    |                                                |            |                                                           | Laumann           |                        |                   |                             |                     |                 |                 |                  |  |
|------------------------------------|------------------------------------------------|------------|-----------------------------------------------------------|-------------------|------------------------|-------------------|-----------------------------|---------------------|-----------------|-----------------|------------------|--|
| 1. POSITION TIT Existing Position  | <u> </u>                                       | V          | ORKING TITLE (IF ANY)                                     | BILINGUAL<br>CODE | POSITION T<br>OPTION C | 2.                | 2. POSITION NUMBER          |                     |                 |                 |                  |  |
| ,                                  |                                                |            |                                                           |                   |                        |                   |                             |                     |                 |                 |                  |  |
| New/Revised Position Public Servic | Administrator Business Services Manager 29 SS1 |            |                                                           |                   | 1 37                   | 7015              | -44-41-                     | 150-0               | 0-31            |                 |                  |  |
| 3. AGENCY                          | o , tarriii ilotrator                          | l.         | 4. BUREAU/ DIVISION                                       | 1                 | <u> </u>               |                   | EXMT<br>CODE                | 6. WORK<br>COUNTY   | 7. A/I<br>AUTH  | 8.AUDIT         | 9. OFFICE<br>USE |  |
| Existing Position                  |                                                |            |                                                           |                   |                        |                   | 0002                        | JOSHI 1             | AUIN            |                 | 002              |  |
| New/Revised Position               |                                                |            | Durings Considered                                        |                   |                        |                   |                             |                     |                 | -               |                  |  |
|                                    | nt of Employment Se                            | curity     | Business Services/                                        | ماممما            |                        |                   | 0                           | 016                 | 1               | R               |                  |  |
| 10. SECTION                        |                                                |            | Employer & Veteran Ou                                     | reacri            |                        | 12.               | . TRAN                      | SACTION             | 1               | I<br>3. EFFECTI | VE DATE          |  |
| Existing Position                  |                                                |            | 1110111                                                   |                   |                        | co                | DDE                         |                     |                 |                 |                  |  |
|                                    |                                                |            | Metro South Region                                        |                   |                        |                   |                             |                     |                 | 09/01           | /2020            |  |
| New/Revised Position               |                                                |            | Metro South Area                                          |                   |                        |                   | MAAO                        | 24 ECTAE            |                 |                 |                  |  |
| Business Ser                       | vices Outreach Prog                            | gram       | Wello South Area                                          |                   | [ D.4                  |                   | MC0                         | 21 ESTAE<br>22 EXEM | PTCO            |                 |                  |  |
| 14. WORK LOCA                      | TION                                           |            | 15. BARGAINING/TERM COD                                   | E                 | Ruti<br>Exe            | tan □□<br>em≀pt ⊠ |                             | 24 POSIT<br>26 CLAR |                 | JMBER CH        | ANGE             |  |
| Existing Position                  |                                                |            |                                                           |                   |                        |                   |                             |                     |                 |                 | L CHANGE         |  |
|                                    |                                                |            |                                                           |                   |                        |                   |                             | 28 WORI<br>21 ABOL  |                 | IIY CHAN        | JE.              |  |
| New/Revised Position               |                                                |            | MG063                                                     | -                 |                        | N                 |                             | 49 DOW!<br>50 LATER |                 |                 |                  |  |
| Harvey, IL                         |                                                |            |                                                           | •                 |                        |                   | MC1                         | 58 UPW/             | RDRE            |                 |                  |  |
| % OF TIME                          |                                                |            | AND ACCURATE STATEMEN                                     |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | tion, as a policy implementin                             |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | es, implements, oversees ar<br>Dutreach program. Coordina |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | ployer & Veteran Outreach                                 |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | policy changes; provides tra                              |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    | services, serving a                            | s a liaisc | on to state and local officials                           | provides          | s employ               | er and v          | veter                       | an outre            | ach; r          | epreser         | nts the          |  |
|                                    | agency in seminar                              | s and bu   | siness workshops. Directs f                               | easibility        | studies; i             | impleme           | ents                        | policy fo           | rthes           | trategio        |                  |  |
|                                    |                                                |            | s, recommends and impleme                                 |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            |                                                           |                   |                        |                   | d local planning groups and |                     |                 |                 |                  |  |
|                                    |                                                |            | II line manager. Utilizes Sp                              | anish lan         | guage to               | o assis           | tclie                       | nts who             | requ            | est or n        | eed              |  |
|                                    | interpretive servic                            | es.        |                                                           |                   |                        |                   |                             |                     |                 |                 |                  |  |
| 25%                                | 1. Serves as a Bu                              | ısiness (  | Services Manager for an ass                               | sianed re         | gion; coc              | ordinate          | s, im                       | plement             | s. ove          | rsees a         | nd               |  |
|                                    | monitors to en                                 | sure the   | smooth operation of the IDE                               | S Busine          | ess Servi              | rices Ou          | tread                       | h Progr             | am.E            | stablish        | es goals         |  |
|                                    |                                                |            | elops plans to ensure they a                              |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | vides technical assistance b                              |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | Sand partner workforce age                                |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | of IDES Employment Services and programs that             |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | ves mandated by Wagner-P                                  |                   |                        |                   |                             |                     |                 |                 | euerany          |  |
|                                    |                                                |            | confers and collaborates wit                              |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    | ,                                              |            |                                                           |                   | _                      |                   |                             | -                   |                 |                 |                  |  |
| 15%                                |                                                |            | f Employer & Veteran Outre                                |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | ogram or policy changes. Co                               |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | duling and participation in s                             |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | nd provides training for staff:                           |                   |                        |                   |                             |                     |                 | and trail       | ning             |  |
|                                    | materials; distr                               | ibutes a   | nd explains revisions of stat                             | utes, ope         | rating po              | olicies a         | ina pi                      | roceaure            | <del>2</del> 5. |                 |                  |  |
| 15%                                | 3. Travels to vario                            | ous locat  | tions in an assigned region t                             | to explain        | emplovi                | ment an           | nd tra                      | inina se            | rvices          | targete         | d to             |  |
|                                    |                                                |            | ons, with an emphasis on ve                               |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    |                                                |            | IDES policies and procedu                                 |                   |                        |                   |                             |                     |                 |                 |                  |  |
|                                    | Program to wo                                  | rkforce    | partners, including but not lir                           | nited to p        | rivate ind             | dustry, c         | comr                        | n unity a           | nd fai          | th-based        | t                |  |
|                                    | organizations                                  | and othe   | r government agencies. Pro                                | vides em          | ployera                | nd vetei          | ran o                       | utreach             | by re           | oresenti        | ng the           |  |
|                                    |                                                |            | pation in seminars, business                              |                   |                        |                   |                             |                     |                 |                 |                  |  |
| DIRECTOR OF O                      |                                                |            | s. Utilizes Spanish language                              |                   |                        |                   |                             |                     | ınterp          |                 |                  |  |
| DIRECTOR OF C                      | 0.17.                                          | I III      | THE BUTTON OF CHAT                                        |                   | GENCY HI               |                   |                             |                     |                 | ا ا             | ATE              |  |
|                                    | famel familia                                  | [4         | CED 2 2 2020                                              | 1 1               | rustic                 | 1.KCho            | M                           | ) by 10)            | Mi              | 09/0            | 4/2020           |  |
|                                    | 11 11 39                                       | 1 7.7      | 3P <i>P   L  </i> {  <b>L</b>    <b> </b>                 | ı                 |                        |                   |                             |                     |                 | i .             |                  |  |

| 16. (CONTINUI        | ED)          |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                           |                                                                                                                                                                                                                   |
|----------------------|--------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME            |              | COMPLETE CURP                                                                                        | ENT AND ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                             | ESSENTIAI                                                                                 | L FUNCTIONS (Continued)                                                                                                                                                                                           |
| 15%                  | 4.           | guidance and to<br>to-day operatin<br>performance ev<br>program opera                                | reviews and evaluates the work of subordina<br>raining to assigned staff; counsels staff regar<br>g needs; establishes annual goals and object<br>valuations. Conducts meetings to keep staff a<br>tions. Discusses problem areas and coordina<br>ances and effectively implements disciplinary                                                                                    | ding work p<br>tives; appro<br>breast of c<br>ates the im                                 | performance; reassigns staff to meet day-<br>oves time off; prepares and signs<br>hanges in policy, procedures and                                                                                                |
| 15%                  | 5.           | needs. Collabo<br>the Director. Co<br>feasibility of rec<br>affecting Busin                          | licy for the strategic planning process; directs rates in planning and programming agency aconfers with the Manager of Employer & Veteratornmended policies. Develops, recommends ess Service Outreach program activities within thods, procedures and processes.                                                                                                                  | ctivities ma<br>an Outread<br>and imple                                                   | andated by legislation, regulations and<br>ch and administrative staff on the<br>ements changes in policy and procedures                                                                                          |
| 05%                  | 6.           | recommendation committees related and/or private be agency leaders strategies, initial Employment Se | tion gathering meetings and directs the preparations to management on the methods and prior ated to business and labor force initiatives the usiness representation. Serves on and/or contained members of the IWIB (Illinois Workforce atives providing workforce solutions to busine ervices (ES) projects developed by agency are to Utilizes Spanish language to assist client | ities for ke<br>at include lo<br>ntributes to<br>Innovation<br>ss needs. T<br>nd workford | y indicators. Serves on various ocal community, multi-state agency ostatewide planning groups made up of n Board). Develops and consults on Travels to plan and implement ce partners; monitors to assure project |
| 05%                  | 7.           |                                                                                                      | of new developments in applicable laws, rule<br>ch and veterans services; travels to participa                                                                                                                                                                                                                                                                                     |                                                                                           |                                                                                                                                                                                                                   |
| 05%                  | 8.           | Performs other above.                                                                                | duties as required or assigned which are rea                                                                                                                                                                                                                                                                                                                                       | sonably wi                                                                                | thin the scope of the duties enumerated                                                                                                                                                                           |
| conductir            | ig an        |                                                                                                      | OF IMMEDIATE SUPERVISOR (Responsible ance evaluations; effectively recommending and                                                                                                                                                                                                                                                                                                |                                                                                           |                                                                                                                                                                                                                   |
|                      |              |                                                                                                      | .,                                                                                                                                                                                                                                                                                                                                                                                 | WORKING                                                                                   | G TITLE (IF ANY)                                                                                                                                                                                                  |
| SPSA, Opt.           | 1 40         | 070-44-41-000-                                                                                       | 00-02                                                                                                                                                                                                                                                                                                                                                                              | Employe                                                                                   | er & Veteran Outreach Manager                                                                                                                                                                                     |
| 18. CHECK TI         | HE A         | PPROPRIATE BO                                                                                        | X IF THIS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                           |                                                                                           |                                                                                                                                                                                                                   |
| ☑ SUPE               | RVIS         | or or 🗆                                                                                              | LEAD WORKER                                                                                                                                                                                                                                                                                                                                                                        |                                                                                           |                                                                                                                                                                                                                   |
| ti                   | me p         | ercentage(s) allo                                                                                    | orker responsibilities <u>must</u> be described in a tted. position title, position number, and number of s                                                                                                                                                                                                                                                                        |                                                                                           | •                                                                                                                                                                                                                 |
|                      |              | Title                                                                                                | Position Number                                                                                                                                                                                                                                                                                                                                                                    |                                                                                           | No. of Incumbents or Funded Vacancies                                                                                                                                                                             |
| VER2 (LVERs          |              |                                                                                                      | 47702-44-41-151-10-02, -11-01, -12-01                                                                                                                                                                                                                                                                                                                                              |                                                                                           | 3-10                                                                                                                                                                                                              |
| VER1 (DVOP           |              |                                                                                                      | 47701-44-41-152-10-01, -11-01, -12-01 -13-0                                                                                                                                                                                                                                                                                                                                        |                                                                                           | 5-15                                                                                                                                                                                                              |
| PERFORI<br>ABILITIES | MANC<br>S AN | E OF THE WOR                                                                                         | SKILLS, ABILITIES, LICENSURE OR CERTIFICK OF THIS POSITION. NOTE: SINCE THERE R CERTIFICATION IDENTIFIED ON STANDAR                                                                                                                                                                                                                                                                | <b>ARE NOW</b>                                                                            | SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                     |

Requires knowledge skill and mental development equivalent to completion of four years college, preferably with courses in business or public administration; prior experience equivalent to three years of progressively responsible administrative experience in a public or business organization. Requires extensive knowledge of: public and business administration, principles and practices; agency programs, service objectives, activities and operational systems, including but not limited to the Illinois Labor Exchange System and Wagner-Peyser initiatives; agency policies and procedures. Requires ability to: develop and manage employment services delivered; analyze administrative problems and adopt an effective course of action; develop, install and evaluate new and revised methods, procedures and performance standards; exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures; operate with considerable independence; perform liaison and public relations assignments dealing with the various branches of government; use a personal computer with related software programs. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

# POSITION DESCRIPTION F

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

| 1. POSITION TITL            | E                         | W                                             | ORKING TITLE (IF ANY)                                                                            | BILINGUAL<br>CODE         | POSI    | TION TITLE      | TITLE 2. POSITION NUMBER |                       |                       |                        |                  |
|-----------------------------|---------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------|---------|-----------------|--------------------------|-----------------------|-----------------------|------------------------|------------------|
| Existing Position           |                           |                                               |                                                                                                  |                           |         |                 |                          |                       |                       |                        |                  |
| New/Revised Position        |                           |                                               |                                                                                                  | 29                        |         | SS              | 47000                    | -44-04-7              | 711 1                 | 0.21                   |                  |
| UI Special Age              | nt                        |                                               | L A DUDEALUS DIVIDIONI                                                                           | 29                        |         | <u> </u>        | 5. EXMT                  | 6. WORK               | 7. A/I                | <del></del>            | 9. OFFICE        |
| 3. AGENCY Existing Position |                           |                                               | 4. BUREAU/ DIVISION                                                                              |                           | ****    |                 | CODE                     | COUNTY                | AUTH                  | 8.AUDIT                | USE              |
| Existing Position           |                           |                                               |                                                                                                  |                           |         |                 |                          |                       |                       |                        |                  |
| New/Revised Position        | of Employment Securi      | tv                                            | Financial Operations/ QACR                                                                       |                           |         |                 | 0                        | 016                   | Υ                     | R                      |                  |
| 10. SECTION                 | of Employment Securi      | Ly                                            | 11. UNIT                                                                                         |                           |         |                 | 12. TRAN                 | SACTION               | 13                    | I<br>3. EFFECTIV       | E DATE           |
| Existing Position           |                           |                                               |                                                                                                  |                           |         |                 | CODE                     |                       |                       |                        |                  |
| _                           |                           |                                               |                                                                                                  |                           |         |                 |                          |                       |                       | 03/16/                 | 2019             |
| New/Revised Position        |                           |                                               | Benefits Accuracy Mea                                                                            | suremen                   | t       | ·               | П МАО                    | 21 ESTAB              | LISH                  |                        |                  |
| Admin Planning              | <u>g</u>                  |                                               | Deficitio Accuracy Wica                                                                          |                           |         | D. d            | ☐ MC0                    | 22 EXEM               | T COD                 |                        |                  |
| 14. WORK LOCAT              | TION                      |                                               | 15. BARGAINING/TERM CO                                                                           | DE                        |         | Rutan<br>Exempt | ⊠ MC0                    | 24 POSIT<br>26 CLARII | FΥ                    |                        |                  |
| Existing Position           |                           |                                               |                                                                                                  |                           |         |                 |                          | 27 ADDITI<br>28 WORK  |                       |                        |                  |
|                             |                           |                                               |                                                                                                  |                           |         |                 | ☐ MD0                    | 21 ABOLI<br>49 DOWN   | SH                    |                        |                  |
| New/Revised Position        |                           |                                               | RC062                                                                                            |                           |         | N               | ☐ MC1                    | 50 LATER              | AL REA                | LLOCATIO               | ON               |
| Chicago, IL                 | 40 COMPLETE CURRE         | -NIT A.N                                      | <br> ID ACCURATE STATEMEN                                                                        | IT OF BC                  | SITIO   | ON ESS          | MC1                      | 58 UPWA               | RD REA                | ALLOCATIO              | ON               |
| % OF TIME                   | Under direction perfor    | ms auc                                        | dits of a highly complex, se                                                                     | ensitive n                | ature   | for the         | Benefits                 | Accura                | cv Me                 | asurem                 | ent              |
|                             | (BAM) unit of the Illinoi | s Depa                                        | artment of Employment Se                                                                         | curity (ID                | ES)     | to asses        | s the p                  | opriety o             | of Une                | mploym                 | ent              |
|                             | Insurance (UI) benefit i  | oavme                                         | nts based upon the criteria                                                                      | a containe                | ed in   | laws an         | d policie                | es of the             | State                 | of Illino              | is and           |
| 1                           | U.S. Department of La     | bor (D                                        | OL); detects UI overpayme                                                                        | ents, frau                | d and   | d other v       | iolation                 | s of state            | e and                 | federal I              | aws;'            |
| 1                           | determines accuracy o     | f mone                                        | etary determinations issued                                                                      | d to claim                | ants    | ; utilizes      | guided                   | question              | ns and                | i otner L              | IOL              |
|                             | recommended investig      | ative to                                      | echniques, procedures and<br>cies and/or the general pu                                          | a guiaeiin<br>Iblic in ne | reon    | hy nho          | w and i                  | or in writ            | ina to                | detect                 |                  |
|                             | violations of state and   | it ayen<br>federal                            | l laws related to UI benefit                                                                     | pavment                   | s and   | d develo        | nc and,<br>p additi      | onal aud              | lit lead              | do,co.<br>ds: orepa    | ares a           |
|                             | written determination a   | nd/or o                                       | decision for each audit≨att                                                                      | ends hea                  | rings   | to pres         | ent evic                 | lence∳co              | mpile                 | s releva               | nt audit         |
|                             | data, prepares reports.   | and m                                         | nakes recommendations to                                                                         | improve                   | proc    | cesses r        | elated to                | o UI ben              | efits, <sup>/</sup> t | ravels to              | attend           |
|                             | and participate in train  | ng, wo                                        | rkshops, and/or DOL man                                                                          | dated pe                  | er re   | views of        | f case fi                | les; utiliz           | es Sp                 | anish la               | nguage           |
|                             | to assist clients who re  | quest                                         | or need interpretive service                                                                     | es.                       |         |                 |                          |                       |                       |                        |                  |
| 20%                         | 1. Performs audits of     | a high                                        | ly complex, sensitive natu                                                                       | re for the                | BAN     | /I unit of      | IDES to                  | assess                | the p                 | ropriety               | of UI            |
| 20,0                        | benefit payments I        | pased                                         | upon the criteria contained                                                                      | in laws                   | and p   | olicies         | of the S                 | tate of III           | inois a               | and the I              | DOL;             |
|                             | detects UI overpay        | /ments                                        | , fraud and other violations                                                                     | s of state                | and     | federal         | laws. C                  | onducts               | intens                | ive audi               | t                |
|                             | interviews with cla       | imants                                        | selected by the DOL rand                                                                         | lom audit                 | prog    | gram; uti       | lizes Sp                 | anish la              | nguag                 | e to ass               | sist<br>noin III |
|                             | clients who reques        | st or ne                                      | eed interpretive services; a<br>which could or have affec                                        | ssesses<br>ted claim      | and (   | evaluate        | s all tac                | itors rele            | vant t<br>artifica    | o me iiii<br>ition and | lois UI          |
|                             | Act and DOL proc          | egures                                        | determines whether federa                                                                        | led claim                 | te lav  | ws and i        | olicies                  | were foll             | owed                  | uniform                | lv bv            |
|                             | claimants, employ         | ers. en                                       | nployer representatives, a                                                                       | gency sta                 | iff, ar | nd/or int       | erested                  | third par             | ties; a               | analyzes               | agency           |
|                             | documents and/or          | electro                                       | onic records to determine                                                                        | what data                 | rele    | vant to         | benefit (                | eligibility           | must                  | be furth               | er               |
|                             | investigated to cor       | nplete                                        | each audit. Travels to loca                                                                      | al and/or                 | regio   | nal offic       | es as d                  | irected to            | perfo                 | orm thes               | e duties.        |
| 15%                         | 2. Conducts in-depth      | audite                                        | to determine accuracy of                                                                         | monetan                   | v det   | erminati        | ons issi                 | ied to cla            | aiman                 | ts: utilizi            | ng a PC          |
| 1576                        | and relevant softw        | are. Us                                       | ses the definition of base p                                                                     | eriod spe                 | ecifie  | d in the        | Illinois                 | JI Act ar             | d info                | rmation                | from             |
|                             | Benefit payroll rec       | ords to                                       | calculate the weekly bene                                                                        | efit amou                 | nt an   | id numb         | er of we                 | eks clair             | mants                 | were el                | gible to         |
|                             | receive UI benefits       | s and e                                       | evaluate results against ac                                                                      | tual mone                 | etary   | determi         | inations                 | issued.               | Enter                 | 's invest              | igative          |
|                             |                           |                                               | les and agency, state and                                                                        |                           | al cor  | nputeriz        | ed syst                  | ems incli             | uding                 | but not i              | imited to        |
|                             | the DOL quality co        | ontroi s                                      | tatistical survey database.                                                                      |                           |         |                 |                          |                       |                       |                        |                  |
| 15%                         | 3. Conducts in-depth      | audits                                        | of the last employing emp                                                                        | oloyer for                | eacl    | h selecte       | ed claim                 | ant to de             | etermi                | ne the re              | eason            |
|                             | the claimant was s        | separa                                        | ted from employment; utiliz                                                                      | zes Span                  | ish la  | anguage         | to assi                  | st clients            | who                   | request                | or need          |
|                             | interpretive service      | es; det                                       | s; determines whether claimants met all criteria for UI benefit eligibility established by state |                           |         |                 |                          |                       |                       | by state               |                  |
|                             | and federal policie       | icies and guidelines and the Illinois UI Act. |                                                                                                  |                           |         |                 |                          |                       |                       |                        |                  |
| DIRECTOR OF C               | MS STGNATURE              | IMMF                                          | DIATE SUPERVISOR SIGNAT                                                                          | URE I A                   | GEN     | CY HEAD         | SIGNAT                   | URE                   |                       |                        | DATE             |
|                             | W Jones                   | thomas Chan                                   |                                                                                                  |                           |         |                 |                          |                       |                       |                        |                  |
|                             | () 27                     | 1.7                                           | NECEIVED by Jan 04/04                                                                            |                           |         |                 |                          |                       | 04/2019<br>————       |                        |                  |
| CMS-104 (Rev. 10/           | 94)1L 401-0794            | · ',                                          |                                                                                                  |                           |         |                 |                          |                       |                       |                        |                  |

WWW. 10/34/1L 401-0794

| 16. (CONTINUE | D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| % OF TIME     | 16 (                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | COMPLETE CURRENT AND                                                                                                                                                                                                                                                                           | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                | ESSENTIA                                                                              | AL FUNCTIONS (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |
| 15%           | 4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | interviews and interacts of the phone and/or in writing benefit payments and desearch for work according clients who request or new monetary determinations including but not limited.                                                                                                         | with claimants, employers, governme<br>g to detect violations of state and fec-<br>velop additional audit leads; contacts<br>g to state and federal policies and the<br>ed interpretive services; secures do<br>s; audits claimants' dependencies to<br>to birth, marriage, death and/or divor                                                                                                                                                | ent ageno<br>deral law<br>s employ<br>le Illinois<br>cumenta<br>determin<br>ce recore | techniques, procedures and methodology, cies and/or the general public in person, is related to Unemployment Insurance (UI) wers to verify the accuracy of claimant UI Act; utilizes Spanish language to assist action to determine the validity of non-ine accuracy of payments; obtains records disto determine the extent to which each els as directed to perform these duties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |
| 15%           | 5.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | prepares a written determent evidence and testimony.                                                                                                                                                                                                                                           | Itilizing a PC and relevant software, including but not limited to Microsoft Office Suite and Adobe Reader, repares a written determination and/or decision for each audit which states the relevant facts, summarizes the vidence and testimony, states the reasoning leading to a conclusion which sets forth the provision of the law iolated or misapplied if any, and the applicable disqualification prescribed by the Illinois UI Act. |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| 05%           | 6.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 6. Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal UI Act; explains evidence, findings and relevant issues to all parties. |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| 05%           | 7. Prepares Benefits Accuracy Measurement (BAM) audit case files; compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database; collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the UI Program as required by the federal Improper Payments Information Act (IPIA). Prepares reports of findings; makes recommendations to improve IDES interviewing, adjudication and payment processes related to UI benefits. |                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| 05%           | 8.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                | evelopments in laws, rules and regul<br>orkshops, and/or DOL mandated pee                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       | levant to BAM; travels to attend and s of case files.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |
| 05%           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | above.                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       | within the scope of the duties enumerated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |
| conducting    | g and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                | MEDIATE SUPERVISOR (Responsible<br>uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                                      |                                                                                       | ning and reviewing work, preparing,<br>g disciplinary action and adjusting grievances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |
|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               | WORK                                                                                  | ING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |
| PSA, Opt. 1   | 37                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 015-44-04-711-00-01                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| 18. CHECK TH  | IE A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | PPROPRIATE BOX IF THI                                                                                                                                                                                                                                                                          | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| ☐ SUPE        | RVIS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | OR OR □ LEAD W                                                                                                                                                                                                                                                                                 | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                                        | •                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                                                   | detailed                                                                              | I duty statement(s) with a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |
|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ercentage(s) allotted.                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       | to the constitution of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the stat |  |  |  |  |  |
| if a box with |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | necked above, list position t                                                                                                                                                                                                                                                                  | title, position number, and number of s                                                                                                                                                                                                                                                                                                                                                                                                       | ubordina                                                                              | te incumbents or authorized funded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |
|               | Pos                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | sition Title                                                                                                                                                                                                                                                                                   | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |
| N/A           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       | NECESCA DA FOR THE CONTROL OF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |
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Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process, preferably with experience adjudicating Unemployment Insurance (UI) benefit claims separations issues and non-separation issues. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires thorough knowledge of IDES local office automated systems, programs and practices as they relate to the payment of UI benefits. Requires the ability to apply agency laws, policies and procedures to a local office benefits program; communicate effectively both orally and in writing; and to use a personal computer with related software programs, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, etc.) and PDF software such as Adobe Reader. Prefers candidates who are self-motivated and possess strong organizational and time management skills. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

## **POSITION DESCRIPTION**

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U<br>ms invest<br>loyment<br>ated fede<br>limited to<br>et limited to<br>et limited to<br>et ealing be<br>ited to st<br>yer common<br>ve invest<br>and eva<br>the period<br>to Microsed<br>by em | efit pa<br>lation<br>aims,<br>and s<br>unema<br>d relations<br>iolate<br>ided pa<br>Jtilize<br>igation<br>benefits<br>ate arm<br>unity<br>igator<br>duate<br>of und<br>soft O<br>ployer<br>mine | In and accurate statement of Position essential functions are investigations of a highly complex and sensitive nature to assess the propriety of payments based upon criteria contained in laws and policies of the State of Illinois and in. Pursues cases that involve benefit fraud for complex schemes, including but not is, third party participation, misuse of social security numbers (SSNs), fictitious stealing benefits through identity theft. Conducts intensive investigatory interviews; imployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit elated records to establish the existence of fraud violations; develops and pursues are resulting in a conclusion and a decision which set forth provisions of the state ted and the application of penalties as prescribed in the fraud provisions; explains the exarties, including but not limited to claimants, employers, government agencies and less Spanish language to assist clients who request or need interpretive services.  It is a highly complex and sensitive nature to assess the propriety of litting application. Pursues cases that involve benefit fraud for complex schemes, including altiple claims, third party participation, misuse of SSNs, fictitious employer schemes is through identity theft; collaborates with internal and external groups, including but and federal law enforcement agencies, the Department's Revenue Division and the system interviews by phone, in writing and/or in person with claimants and employers to be all the factors which could or have affected the claimant's eligibility for UI benefits due to office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data ters and other parties, analyzes documents and/or electronic records and their the whether evidence is sufficient to support an allegation of improper payment or |                     |                |                                         |                |                  |                                         | nois and ut not s views; enefit sues ate ains the s and es. of Illinois cluding nemes ng but not the products yers to enefits ut not ata r t or |       |          |                |
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any related agency accessible employer records xistence of fraud violations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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| DIRECTOR OF C                        | CMS S                                        | SID W                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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MS-104 (Rev. 10/94) IL 401-0794 Mul. Jan.
D. Shew 9/15/20 Mul. Jan.
9/15/20 Mul. Jan.

| 16. (CONTINUE |       |                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| % OF TIME     | 16.   |                                                                                                                             | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
| 10%           | 4.    | to claimants, employed documents and/or othe storage and/or mainte                                                          | of the investigation, explains the issues to all interested parties, including but not limited ployers, government agencies and the general public, in writing; examines administrative rother evidence, including but not limited to payroll records and check stubs; coordinates aintenance of administrative documents and/or other evidence. Utilizes Spanish at clients who request or need interpretive services. |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
| 10%           | 5.    | secures documentatio recommended investig                                                                                   | in to support allegations using age<br>gative techniques, procedures and                                                                                                                                                                                                                                                                                                                                                | g external and internal resources; pursues leads through a variety of methods; to support allegations using agency, state and/or U.S. Department of Labor (DOL) ative techniques, procedures and methodology; confers with manager in the ation of innovative creative investigative techniques. |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
| 10%           | 6.    | considers demeanor a                                                                                                        | and credibility of witnesses and weightes, precedent decisions and rules                                                                                                                                                                                                                                                                                                                                                | ight of e                                                                                                                                                                                                                                                                                        | rmine competence and relevance;<br>vidence presented; examines relevant<br>gulations of the Department respective to                                                                                                                                              |  |  |  |  |  |  |
| 10%           | 7.    | material evidence and                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                         | on and a                                                                                                                                                                                                                                                                                         | stating relevant facts, summarization of decision which set forth provisions of the ovisions.                                                                                                                                                                     |  |  |  |  |  |  |
| 10%           | 8.    | (IDES) staff and/or state based upon such evide to the Benefit Fraud State with Office of Attorney Inspector General office | ate and/or federal government age<br>ence, recommending indictment al<br>tatute to the Attorney General, Sat<br>General, State's Attorney, US Pos<br>ces to coordinate exchange of info<br>use and testifies in court as to the                                                                                                                                                                                         | ncies; pr<br>nd crimit<br>tes Attor<br>stal Insp<br>rmation.                                                                                                                                                                                                                                     | Department of Employment Security repares and signs criminal complaints nal prosecution of person deemed subject ney or other relevant prosecutor. Works ector and the US Department of Labor, Appears before the Grand Jury to and applicability of the evidence |  |  |  |  |  |  |
| 05%           |       | enumerated above.                                                                                                           | as required or assigned which are                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  | ·                                                                                                                                                                                                                                                                 |  |  |  |  |  |  |
| conductin     | g an  |                                                                                                                             | MEDIATE SUPERVISOR (Responsible<br>luations; effectively recommending and                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                  | igning and reviewing work, preparing,<br>ng disciplinary action and adjusting grievances                                                                                                                                                                          |  |  |  |  |  |  |
|               |       |                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                         | WORK                                                                                                                                                                                                                                                                                             | (ING TITLE (IF ANY)                                                                                                                                                                                                                                               |  |  |  |  |  |  |
| PSA, Opt. 1   | 3     | 7015-44-22-510-00-01                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
| 18. CHECK TH  | IE Al | PPROPRIATE BOX IF THE                                                                                                       | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                       | 1                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
| ☐ SUPER       | RVIS  | OR OR LEAD V                                                                                                                | VORKER                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
| NOTE: S       |       | vicani ar land warker rec                                                                                                   | ponsibilities <u>must</u> be described in a                                                                                                                                                                                                                                                                                                                                                                             | a datalla                                                                                                                                                                                                                                                                                        | d duty statement(s) with a                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|               |       | ercentage(s) allotted.                                                                                                      | ponsibilities <u>inust</u> be described in                                                                                                                                                                                                                                                                                                                                                                              | a uctane                                                                                                                                                                                                                                                                                         | d duty statement(s) with a                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|               | as ch |                                                                                                                             | title, position number, and number of s                                                                                                                                                                                                                                                                                                                                                                                 | subordin                                                                                                                                                                                                                                                                                         | ate incumbents or authorized funded                                                                                                                                                                                                                               |  |  |  |  |  |  |
|               |       | ition Title                                                                                                                 | Position Number                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                  | No. of Incumbents or Funded Vacancies                                                                                                                                                                                                                             |  |  |  |  |  |  |
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| PERFORM       | IANC  | E OF THE WORK OF TH                                                                                                         | IIS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                                                                                                                                                                         | ARE N                                                                                                                                                                                                                                                                                            | OW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                                                                                  |  |  |  |  |  |  |

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

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

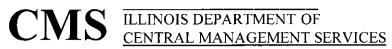
## POSITION DESCRIPTION

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Conducts intensive was; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes claim documents and related records to establish the existence of fraud violations; of allegation of fraud utilizing external and internal resources; develops and pursues ions resulting in a conclusion and a decision which set forth provisions of the state lated and the application of penalties as prescribed in the fraud provisions; explains the diparties, including but not limited to claimants, employers, government agencies and ilizes Spanish language to assist clients who request or need interpretive services.  Inations of a highly complex, sensitive nature to assess the propriety of unemployment based upon the criteria contained in laws and policies of the State of Illinois and the need area within the state. Conducts intensive investigatory interviews by phone, in person with claimants and employers to assess and evaluate all the factors which could the claimants' eligibility for UI benefits during the period under examination. Reviews poloyer report submissions, including but not limited to quarterly, monthly and new hire of UI benefits paid to claimants with unreported employment and/or earnings, in state and federal laws, rules and regulations. Utilizing the Department's computerized but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) data provided by employers and other parties, analyzes documents and/or electronic sources to determine whether evidence is sufficient to support allegation of improper as Spanish language to assist clients who request or need interpretive services. |             |                  |        |                        |                                        |                       | of Illinois analyzes analyzes ans; sues ate ains the as and as and as when and the in and could diews whire erized an (IBIS) actronic aroper |                        |                     |
| 20%                  |                                                                 | reports Office analyze access allegat staff at support                                                                                                           | s generate<br>Suite, IBI<br>es and eva<br>sible emp<br>ion of frant<br>tocal offict<br>allegate<br>ethodolog                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | s on unemployment insurance benefit claims with potential fraud overpayments based of ted from the Department's computerized systems, including but not limited to Microsoft all and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, evaluates benefit claim documents, claims information in IBIS and any related agency ployer records to establish the existence of fraud violations; follows up on reports of aud utilizing external and internal resources, including but not limited to employers, agentices and/or the general public; develops and pursues leads; secures documentation to the ions using agency, state and/or DOL recommended investigative techniques, procedure 1999. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |                  |        |                        | osoft s, ncy of , agency on to cedures |                       |                                                                                                                                              |                        |                     |
| DIRECTOR OF C        | MS S                                                            | SNATU                                                                                                                                                            | ,,,,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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| 16. (CONTINUE | D)    | ·                                                                                                                             |                                                                                                                                                                |                                                              |                                                                                                                                                                                                             |
|---------------|-------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % OF TIME     | 16.   | COMPLETE CURRENT AND                                                                                                          | DACCURATE STATEMENT OF POSITION                                                                                                                                | I ESSENT                                                     | TAL FUNCTIONS (Continued)                                                                                                                                                                                   |
| 20%           | 3.    | not limited to payroll re<br>handwriting exemplars<br>to employers and othe<br>and notices, investiga<br>employment; provides | ecords, certification, depositions, re<br>s. Explains and interprets unemplo<br>er interested parties as they relate t<br>tive processes and collection notice | ecord of<br>yment in<br>to Illinois<br>es; answ<br>investiga | nsurance (UI) laws, rules and regulations<br>is Benefit Payment Control (BPC) forms<br>wers questions concerning wages and<br>ations; explains appeal rights to the                                         |
| 10%           | 4.    | material evidence and                                                                                                         | I testimony, resulting in a conclusio                                                                                                                          | n and a                                                      | nt of relevant facts, summarization of<br>decision which set forth provisions of the<br>as prescribed in the fraud provisions.                                                                              |
| 05%           | 5.    | to claimants, employe documents and/or oth storage and/or mainte                                                              | rs, government agencies and the g                                                                                                                              | eneral p<br>ed to pay<br>and/or                              |                                                                                                                                                                                                             |
| 05%           | 6.    | (IDES) staff and/or state based upon such evid persons deemed subjust appears before the Gr                                   | ate and/or federal government ager<br>lence, recommending to the Attome<br>ect to the benefits fraud and/or perj                                               | ncies; pri<br>ey Gene<br>iury laws<br>se and t               | Department of Employment Security epares and signs criminal complaints and Indictment and criminal prosecution of s of the State of Illinois. As directed, estifies in court as to the validity and duties. |
| 05%           | 7.    | appeals, utilizing syste determine if investigat                                                                              | ems including but not limited to Mic<br>live follow-up is required and takes                                                                                   | rosoft E:<br>relevant                                        | s and investigative case file materials for xcel. Reviews appealed decisions to t action based on agency policies, Insurance laws, rules and regulations.                                                   |
| 05%           | 8.    | Performs other duties enumerated above.                                                                                       | as required or assigned which are                                                                                                                              | reasona                                                      | ably within the scope of the duties                                                                                                                                                                         |
| conductin     | g an  |                                                                                                                               | MEDIATE SUPERVISOR (Responsible<br>luations; effectively recommending and                                                                                      |                                                              | gning and reviewing work, preparing,<br>ng disciplinary action and adjusting grievances                                                                                                                     |
|               |       |                                                                                                                               |                                                                                                                                                                | WORK                                                         | ING TITLE (IF ANY)                                                                                                                                                                                          |
| PSA, Opt. 1   | 37    | 7015-44-22-520-00-01                                                                                                          |                                                                                                                                                                |                                                              |                                                                                                                                                                                                             |
| 18. CHECK TH  | IE A  | PPROPRIATE BOX IF TH                                                                                                          | IS POSITION IS A:                                                                                                                                              |                                                              |                                                                                                                                                                                                             |
| ☐ SUPER       | RVIS  | OR OR LEAD V                                                                                                                  | WORKER                                                                                                                                                         |                                                              |                                                                                                                                                                                                             |
| NOTE: C       |       | uioon, on lood worker reservi                                                                                                 | manalkilisiaa mussika daasikad in a                                                                                                                            |                                                              | 4 dayla atatamanika) watti                                                                                                                                                                                  |
|               |       | visory or lead worker les<br>ercentage(s) allotted.                                                                           | sponsibilities <u>must</u> be described in a                                                                                                                   | i detallet                                                   | i duty statement(s) with a                                                                                                                                                                                  |
|               | as ch |                                                                                                                               | title, position number, and number of s                                                                                                                        | ubordina                                                     | ate incumbents or authorized funded                                                                                                                                                                         |
|               | Pos   | ition Title                                                                                                                   | Position Number                                                                                                                                                |                                                              | No. of Incumbents or Funded Vacancies                                                                                                                                                                       |
| N/A           |       |                                                                                                                               |                                                                                                                                                                |                                                              |                                                                                                                                                                                                             |
| 19. SPECIALIZ | ZED   | KNOWLEDGES, SKILLS,                                                                                                           | ABILITIES, LICENSURE OR CERTIFI                                                                                                                                | CATION                                                       | NECESSARY FOR THE SUCCESSFUL                                                                                                                                                                                |
|               |       |                                                                                                                               |                                                                                                                                                                |                                                              | OW SEVERAL OPTIONS OF SKILLS AND                                                                                                                                                                            |
|               |       | D LICENSURE OR CERTI                                                                                                          | FICATION IDENTIFIED ON STANDAL                                                                                                                                 | KDS, TH                                                      | E PHRASE "SAME AS SPECIFICATION"                                                                                                                                                                            |

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits and benefit fraud; UI benefit factfinding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



| 1. POSITION TITE  Existing Position   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     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| 16. (CONTINUE     | D)            |                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                             |                                                                                                                                                                                                              |  |  |  |  |  |
|-------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| % OF TIME         |               | COMPLETE CURRENT AND                                                                                                          | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                   | IESSENT                                                     | TIAL FUNCTIONS (Continued)                                                                                                                                                                                   |  |  |  |  |  |
| 20%               | 3.            | not limited to payroll re<br>handwriting exemplars<br>to employers and othe<br>and notices, investiga<br>employment, provides | ecords, certification, depositions, re<br>s. Explains and interprets unemploy<br>er interested parties as they relate t<br>tive processes and collection notice                                                                                                                                                                                                                                  | ecord of<br>yment ir<br>to Illinois<br>es; ansv<br>investig | nsurance (UI) laws, rules and regulations<br>is Benefit Payment Control (BPC) forms<br>wers questions concerning wages and<br>ations; explains appeal rights to the                                          |  |  |  |  |  |
| 10%               | 4.            | material evidence and                                                                                                         | I testimony, resulting in a conclusio                                                                                                                                                                                                                                                                                                                                                            | n and a                                                     | nt of relevant facts, summarization of decision which set forth provisions of the as prescribed in the fraud provisions.                                                                                     |  |  |  |  |  |
| 05%               | 5.            | to claimants, employe documents and/or oth storage and/or mainte                                                              | ne investigation, explains the issues to all interested parties, including but not limited rs, government agencies and the general public, in writing; examines administrative er evidence, including but not limited to payroll records and check stubs; coordinates enance of administrative documents and/or other evidence. Utilizes Spanish ents who request or need interpretive services. |                                                             |                                                                                                                                                                                                              |  |  |  |  |  |
| 05%               | 6.            | (IDES) staff and/or state based upon such evid persons deemed subjustpears before the Gr                                      | ate and/or federal government ager<br>lence, recommending to the Attome<br>ect to the benefits fraud and/or perj                                                                                                                                                                                                                                                                                 | ncies; pr<br>ey Gene<br>iury laws<br>se and t               | Department of Employment Security repares and signs criminal complaints and Indictment and criminal prosecution of sof the State of Illinois. As directed, testifies in court as to the validity and duties. |  |  |  |  |  |
| 05%               | 7.            | appeals, utilizing syste determine if investigat                                                                              | ems including but not limited to Mic<br>ive follow-up is required and takes                                                                                                                                                                                                                                                                                                                      | rosoft E<br>relevan                                         | s and investigative case file materials for<br>xcel. Reviews appealed decisions to<br>t action based on agency policies,<br>Insurance laws, rules and regulations.                                           |  |  |  |  |  |
| 05%               | 8.            | Performs other duties enumerated above.                                                                                       | as required or assigned which are                                                                                                                                                                                                                                                                                                                                                                | reasona                                                     | ably within the scope of the duties                                                                                                                                                                          |  |  |  |  |  |
| conductin         | g an          |                                                                                                                               | MEDIATE SUPERVISOR (Responsible<br>luations; effectively recommending and                                                                                                                                                                                                                                                                                                                        |                                                             | gning and reviewing work, preparing,<br>ng disciplinary action and adjusting grievances                                                                                                                      |  |  |  |  |  |
|                   |               |                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                  | WORK                                                        | ING TITLE (IF ANY)                                                                                                                                                                                           |  |  |  |  |  |
| PSA, Opt. 1       | 37            | 7015-44-22-530-00-01                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                             |                                                                                                                                                                                                              |  |  |  |  |  |
| 18. CHECK TH      | IE A          | PPROPRIATE BOX IF TH                                                                                                          | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                |                                                             |                                                                                                                                                                                                              |  |  |  |  |  |
| ☐ SUPEF           | RVIS          | OR OR LEAD V                                                                                                                  | WORKER                                                                                                                                                                                                                                                                                                                                                                                           |                                                             |                                                                                                                                                                                                              |  |  |  |  |  |
| tii<br>If a box w | me p<br>as ch | ercentage(s) allotted.                                                                                                        | sponsibilities must be described in a title, position number, and number of s                                                                                                                                                                                                                                                                                                                    |                                                             | • , ,                                                                                                                                                                                                        |  |  |  |  |  |
| headcour          |               |                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                             |                                                                                                                                                                                                              |  |  |  |  |  |
|                   | Pos           | ition Title                                                                                                                   | Position Number                                                                                                                                                                                                                                                                                                                                                                                  |                                                             | No. of Incumbents or Funded Vacancies                                                                                                                                                                        |  |  |  |  |  |
| N/A               | 7             | MIONIEDOES SINIES                                                                                                             | ABBUTTED LIGHTS OF SE                                                                                                                                                                                                                                                                                                                                                                            | 0.17:0::                                                    | NEGEO ABY FOR THE CONTRACTOR                                                                                                                                                                                 |  |  |  |  |  |
| PERFORM           | IANC          | CE OF THE WORK OF TH                                                                                                          | IIS POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                                                                                                                                                  | ARE NO                                                      | NECESSARY FOR THE SUCCESSFUL<br>DW SEVERAL OPTIONS OF SKILLS AND<br>IE PHRASE "SAME AS SPECIFICATION"                                                                                                        |  |  |  |  |  |

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

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major.

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits and benefit fraud; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

| 1. POSITION TI                      | TLE .                                                                                                                                                                                                                                                                                                                                                | WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | BILINGUAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | POSITION TITLE | 2, POS          | ITION NU              | MBER           | <del></del>                            |                  |  |  |  |  |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------|-----------------------|----------------|----------------------------------------|------------------|--|--|--|--|
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                      | TOTALIS (CEE p. 1941)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CODE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | OPTION CODE    | 1               |                       |                |                                        |                  |  |  |  |  |
| New/Revised Position                | 1                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | -              | -               |                       |                | ······································ |                  |  |  |  |  |
| UI Special A                        |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 29                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SS             | <u> </u>        | -44-22-               | 560-1          | 0-31                                   |                  |  |  |  |  |
| 3. AGENCY                           |                                                                                                                                                                                                                                                                                                                                                      | 4. BUREAU/ DIVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                | 5, EXMT<br>CODE | 6. WORK<br>COUNTY     | 7. Art<br>AUTH | 8.AUDIT                                | 9. OFFICE<br>USE |  |  |  |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |                 |                       |                |                                        |                  |  |  |  |  |
| New/Revised Position<br>IL Departme | nt of Employment Secu                                                                                                                                                                                                                                                                                                                                | urity Service Delivery/ UI Pr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ograms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                | 0               | 016                   | 2              | R                                      |                  |  |  |  |  |
| 10. SECTION                         |                                                                                                                                                                                                                                                                                                                                                      | 11. UNIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 11. UNIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |                 |                       |                | 13. EFFECTIVE DATE                     |                  |  |  |  |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                | 11/16/2         |                       |                |                                        |                  |  |  |  |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                      | Overpayment Collectio                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                | П п мас         | 21 ESTA               | <br>BLISH      |                                        |                  |  |  |  |  |
| Benefit Paym                        | nent Control                                                                                                                                                                                                                                                                                                                                         | O To Paymont Consolio                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Rutan          |                 | 022 EXEM<br>024 POSIT |                |                                        |                  |  |  |  |  |
| 14. WORK LOCA                       | ATION                                                                                                                                                                                                                                                                                                                                                | 15. BARGAINING/TERM CO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Exempl         | _ ⊠ MC          | 26 CLAR               | IFY            |                                        |                  |  |  |  |  |
| Existing Position                   |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                | ☐ MC            | 28 WOR                | K COUN         |                                        | IL CHANGE<br>GE  |  |  |  |  |
| New/Revised Position                |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | -              |                 | 021 ABOL<br>149 DOW   |                | REALLO                                 | CATION           |  |  |  |  |
| Chicago, IL                         | DOGS N                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |                 | ISO LATER             | RALRE          | ALLOCATI                               |                  |  |  |  |  |
| % OF TIME                           | 16. COMPLETE CURR                                                                                                                                                                                                                                                                                                                                    | ENT AND ACCURATE STATEMEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | IT OF PC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | SITION ES      | SENTIAL         | FUNCTI                | ONS            |                                        |                  |  |  |  |  |
| 35%<br>25%                          | Department of Labor overpayment collect factors including but benefit overpayment accounting and appl 1. Performs special upon the criterial Interacts with classification claimant is ability repayment. Utilizing 2. Using automates Suite, the Illinois claimants; detend but not limited to internal resource guidelines. Secu conditions of rep | r. Interacts with claimants, gover ions. Conducts investigations to not limited to current employments; coordinates information and a lication of all monies collected or contained in laws and policies of contained in laws and policies of airmants, government agencies an ent interviews, advising claimantepay; utilizing highly skilled interest and procedures, establishes in to repay, the amount and type of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the session of the | the criteria contained in laws and policies of the State of Illinois and Federal interacts with claimants, government agencies and the general public regarding is. Conducts investigations to locate claimants; determines ability to pay based on at limited to current employment and estimation of assets; initiates civil litigation on coordinates information and activities with respect to collection and to secure accurate the state of all monies collected on individual claims.  Ed collections work relative to the recovery of unemployment benefit payments based antained in laws and policies of the State of Illinois and Federal Department of Labor. Interviews, advising claimants and/or duly authorized representatives of legal and procedures, establishes individual repayment agreements based on each repay, the amount and type of overpayment and other circumstances that affect appays and the amount and type of overpayment and other circumstances that affect appays and computer systems, including but not limited to Microsoft Office enefit Information System (IBIS) and GenTax, conducts investigations to locate nest ability to pay in accordance with agency guidelines, evaluating factors including arrent employment and estimation of assets. Develops leads using external and pursues leads through a variety of methods in accordance with established agency apparent amounts. |                |                 |                       |                |                                        |                  |  |  |  |  |
| 10%                                 | presents and co                                                                                                                                                                                                                                                                                                                                      | ordinates evidence to support ci<br>yment Insurance Act and related                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | vil comp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | laints in ac   | cordanc         |                       |                |                                        |                  |  |  |  |  |
| 10%                                 | Illinois Comptrol<br>Illinois Revised S                                                                                                                                                                                                                                                                                                              | hed policies and procedures in a<br>ler in accordance applicable law<br>Statutes Chapter 15, paragraph                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | s, rules a<br>210.5; in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | and regula     | ions, inc       | luding b              | ut no          |                                        |                  |  |  |  |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | IDC A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | GENCY HEA      | D CLCALAT       |                       |                |                                        |                  |  |  |  |  |
| DIRECTOR OF                         | CMS SIGNATURE                                                                                                                                                                                                                                                                                                                                        | IMMEDIATENTIAETHOMOSERVIOSES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JKE   4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                |                 |                       |                |                                        | ATE              |  |  |  |  |
| N                                   | CMS SIGNATURE  SA) IL 484-0794 (JGD)                                                                                                                                                                                                                                                                                                                 | IMMEDIA EN TRANSPORTATION IN THE BUREAU OF PERSONNEL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Sustin!        |                 |                       | تىللن          |                                        | )ATE<br>)9/2020  |  |  |  |  |

| 16. (CONTINUE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | D)                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 |                                                                                                                            |  |  |  |  |  |
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| % OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 16. COMPLETE CURRENT AND                                                                  | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ESSENTIAL                       | FUNCTIONS (Continued)                                                                                                      |  |  |  |  |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | and current where<br>and other judicial l                                                 | abouts unknown. Consults with At                                                                                                                                                                                                                                                                                                                                                                                                                                                 | omey Gene                       | cate claimants with litigation pending<br>eral Office, Illinois Comptroller's Office<br>t overpayments where judgments are |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | activities with resp<br>collected on indivi<br>Illinois Benefit Info<br>makes decisions o | ce Delivery staff and other relevant agency staff to coordinate information and ect to collection and to secure accurate accounting and application of all monies dual claims; utilizing a PC and automated systems, including but not limited to the rmation System (IBIS), Microsoft Excel and benefit bank software, reviews and in issues related to overpayment credits and refunds and on unidentified collections not with state and federal laws, rules and regulations. |                                 |                                                                                                                            |  |  |  |  |  |
| 05%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Performs other du<br>enumerated above                                                     | other duties as required or assigned which are reasonably within the scope of the duties d above.                                                                                                                                                                                                                                                                                                                                                                                |                                 |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 |                                                                                                                            |  |  |  |  |  |
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| conducting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | I TITLE AND NUMBER OF IMM<br>g and signing performance eval<br>umbent of this position.)  | MEDIATE SUPERVISOR (Responsible luctions; effectively recommending and luctions)                                                                                                                                                                                                                                                                                                                                                                                                 | e for assignin<br>I imposing di | ng and reviewing work, preparing,<br>isciplinary action and adjusting grievances                                           |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | WORKING                         | TITLE (IF ANY)                                                                                                             |  |  |  |  |  |
| PSA, Opt 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 37015-44-22-560-00-01                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 |                                                                                                                            |  |  |  |  |  |
| 18. CHECK TH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | IE APPROPRIATE BOX IF TH                                                                  | IS POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                 |                                                                                                                            |  |  |  |  |  |
| ☐ SUPEF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | RVISOR OR LEAD V                                                                          | WORKER                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                 |                                                                                                                            |  |  |  |  |  |
| ti                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | me percentage(s) allotted.<br>as checked above, list position                             | sponsibilities must be described in a                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                 |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Position Title                                                                            | Position Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1                               | No. of Incumbents or Funded Vacancies                                                                                      |  |  |  |  |  |
| N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1 OSIBOII TIBE                                                                            | r ooidon riambe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 |                                                                                                                            |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 |                                                                                                                            |  |  |  |  |  |
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| PERFORM<br>ABILITIES<br>CAN NO L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MANCE OF THE WORK OF THE AND LICENSURE OR CERTION.  ONGER BE USED.                        | IFICATION IDENTIFIED ON STANDA                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ARE NOW S                       | SEVERAL OPTIONS OF SKILLS AND HRASE "SAME AS SPECIFICATION"                                                                |  |  |  |  |  |
| Requires knowledge, skill and mental development equivalent to completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of functional relationships within the Illinois Department of Employment Security (IDES) relative to Unemployment Insurance (UI) benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax; agency computerized systems, programs and practices as they relate to the payment of UI benefits. Requires extensive knowledge of UI benefit fact-finding and interviewing practices and procedures; Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits. Requires the ability to communicate effectively both orally and in writing; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 |                                                                                                                            |  |  |  |  |  |

clients.



| POSITION TITLE   WORKING TITLE (IF ANY)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                      |                                       |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
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| 3.AGENCY   4. SUREAU/DIVISION   1. DECEMBER 1. OF THE SERVING PROBLEM   1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. DECEMBER 1. D   | _                    | gent                                  |                                    | 29                          | SS                      | 47096            | -44-22-            | 580-1      | 0-31       |             |  |  |  |  |
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| IL Department of Employment Security  10. SECTION  11. UNIT  10. SECTION  11. UNIT  10. SECTION  11. UNIT  10. SECTION  11. UNIT  10. SECTION  10. PROVINCE COLOR TO SECURITY OF THE SECURITY OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE SECURITY CONTROL OF THE S | Existing Position    | <del>-</del>                          |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
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| MORRIGATED PROBLEM   Denefit Payment Control   Investigations Unit III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                      |                                       | 11. UNII                           |                             |                         | CODE             |                    |            |            |             |  |  |  |  |
| Benefit Payment Control   Investigations Unit III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Existing Position    |                                       |                                    |                             |                         |                  | 09/01/2020         |            |            |             |  |  |  |  |
| WORK LOCATION   15, BARGAINING/TERM CODE   Description   Work Control   Work LOCATION   Security   Work LOCATION   Security   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION   Work LOCATION    |                      |                                       | Investigations Unit III            |                             | - "                     | п мао            | 21 ESTAE           | BLISH      |            |             |  |  |  |  |
| 14. WORK LOCATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Benefit Paym         | ent Control                           | investigations onto                |                             | 1 0.4                   | п мсо            | 22 EXEM            | PTCO       |            |             |  |  |  |  |
| Month   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Mount   Moun   |                      | TION                                  | 15. BARGAINING/TERM COD            | E                           |                         | mpt 🛛 MC0        | 26 CLAR            | <b>IFY</b> |            |             |  |  |  |  |
| New New New New New New New New New New                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Existing Position    | · · · · · · · · · · · · · · · · · · · |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
| Combard, IL   Combette Current AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | New Boulead Position | ···                                   |                                    |                             |                         |                  | 21 ABOLI           | ISH        |            |             |  |  |  |  |
| WOFTIME   16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                      |                                       | RC062                              |                             | 1                       | <b>√</b>   □ мс1 | 50 LATER           | RALRE      | ALLOCATI   | ON          |  |  |  |  |
| Under 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 the U.S. Department of Labor (DOL) for an assigned area within the state. Conducts intensive investigatory interviews, performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penatities as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of illinois and the DOL for an assigned area within the state. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for UI benefits during the period under examination. Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations. Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, Italians, and data provided by employers and other parties, analyzes documents and/or e |                      | 16 COMPLETE CURRI                     | ENT AND ACCURATE STATEMEN          | IT OF PO                    | SITION                  |                  |                    |            | ALLOCATI   | UN          |  |  |  |  |
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| reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.  DIRECTOR OF CMS_SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                      | , pay                                 |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
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| analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.  DIRECTOR OF CMS_SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                      |                                       |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
| accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.  DIRECTOR OF CMS_SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                      |                                       |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
| allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.  DIRECTOR OF CMS_SIGNATURE   IMMEDIATE SUPERVISOR SIGNATURE   AGENCY HEAD SIGNATURE   DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                      |                                       |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
| support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.  DIRECTOR OF CMS_SIGNATURE   IMMEDIATE SUPERVISOR SIGNATURE   AGENCY HEAD SIGNATURE   DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                      |                                       |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
| and methodology.  DIRECTOR OF CMS SIGNATURE   IMMEDIATE SUPERVISOR SIGNATURE   AGENCY HEAD SIGNATURE   DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                      |                                       |                                    |                             |                         |                  |                    |            |            |             |  |  |  |  |
| DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                      |                                       |                                    | OL reco                     | mmende                  | ed investiga     | itive tec          | hniqu      | es, prod   | ædures      |  |  |  |  |
| Since of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state |                      | and methodolog                        | y.                                 |                             |                         |                  |                    |            |            |             |  |  |  |  |
| Carel Lordin Kristin Richard 12. NO Mario 09/01/2020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | DIRECTOR OF C        | MS SIGNATURE                          | IMMEDIATE SUPERVISOR SIGNAT        | URE A                       | GENCY H                 | EAD SIGNAT       | URE                |            |            | ATE         |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                      | Janel Lorde                           |                                    | Kristin Rehard by Albania C |                         |                  |                    | 09/0       | )1/2020    |             |  |  |  |  |

| 16. (CONTINUE            | D)                       |                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                |                                                                                                                                                                                                           |  |  |  |  |  |
|--------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| % OF TIME                | 16. CO                   | MPLETE CURRENT AND                                                                                                             | ACCURATE STATEMENT OF POSITION                                                                                                                                                                                                                                                                                                                                                                   | I ESSENTI                                                      | AL FUNCTIONS (Continued)                                                                                                                                                                                  |  |  |  |  |  |
| 20%                      | no<br>ha<br>to<br>a<br>e | ot limited to payroll re-<br>andwriting exemplars<br>o employers and other<br>and notices, investigati<br>employment; provides | cords, certification, depositions, re<br>. Explains and interprets unemploy<br>r interested parties as they relate to<br>the processes and collection notice                                                                                                                                                                                                                                     | ecord of p<br>yment ins<br>o Illinois<br>es; answ<br>investiga | surance (UI) laws, rules and regulations Benefit Payment Control (BPC) forms ers questions concerning wages and tions; explains appeal rights to the                                                      |  |  |  |  |  |
| 10%                      | m                        | naterial evidence and                                                                                                          | testimony, resulting in a conclusio                                                                                                                                                                                                                                                                                                                                                              | n and a d                                                      | nt of relevant facts, summarization of<br>decision which set forth provisions of the<br>as prescribed in the fraud provisions.                                                                            |  |  |  |  |  |
| 05%                      | to<br>d<br>s:            | o claimants, employer<br>locuments and/or othe<br>torage and/or mainter                                                        | ne investigation, explains the issues to all interested parties, including but not limited rs, government agencies and the general public, in writing; examines administrative er evidence, including but not limited to payroll records and check stubs; coordinates enance of administrative documents and/or other evidence. Utilizes Spanish ents who request or need interpretive services. |                                                                |                                                                                                                                                                                                           |  |  |  |  |  |
| 05%                      | (II)<br>b p<br>a         | DES) staff and/or stat<br>ased upon such evide<br>ersons deemed subje<br>ppears before the Gra                                 | te and/or federal government ager<br>ence, recommending to the Attorne<br>ot to the benefits fraud and/or perj                                                                                                                                                                                                                                                                                   | ncies; pre<br>ey Gener<br>ury laws<br>se and te                | Department of Employment Security epares and signs criminal complaints ral Indictment and criminal prosecution of of the State of Illinois. As directed, estifies in court as to the validity and duties. |  |  |  |  |  |
| 05%                      | a<br>d                   | ppeals, utilizing systemetermine if investigation                                                                              | ms including but not limited to Mic<br>ve follow-up is required and takes                                                                                                                                                                                                                                                                                                                        | rosoft Ex<br>relevant                                          | s and investigative case file materials for<br>ccel. Reviews appealed decisions to<br>action based on agency policies,<br>Insurance laws, rules and regulations.                                          |  |  |  |  |  |
| 05%                      |                          | erforms other duties a numerated above.                                                                                        | as required or assigned which are                                                                                                                                                                                                                                                                                                                                                                | reasona                                                        | bly within the scope of the duties                                                                                                                                                                        |  |  |  |  |  |
| 17. POSITION             | TITLE                    | AND NUMBER OF IMM                                                                                                              | EDIATE SUPERVISOR (Responsible                                                                                                                                                                                                                                                                                                                                                                   | e for assig                                                    | ning and reviewing work, preparing,                                                                                                                                                                       |  |  |  |  |  |
| conductin<br>for the inc | g and si<br>umbent       | igning performance evalu<br>t of this position.)                                                                               | uations; effectively recommending and                                                                                                                                                                                                                                                                                                                                                            | imposing                                                       | g disciplinary action and adjusting grievances                                                                                                                                                            |  |  |  |  |  |
|                          |                          |                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                  | WORKI                                                          | NG TITLE (IF ANY)                                                                                                                                                                                         |  |  |  |  |  |
| PSA, Opt. 1              | 3701                     | 15-44-22-580-00-01                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                |                                                                                                                                                                                                           |  |  |  |  |  |
| 18. CHECK TH             | IE APPI                  | ROPRIATE BOX IF THIS                                                                                                           | S POSITION IS A:                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                                                                                                                                                                                           |  |  |  |  |  |
| ☐ SUPEF                  | RVISOR                   | OR LEAD W                                                                                                                      | ORKER                                                                                                                                                                                                                                                                                                                                                                                            |                                                                |                                                                                                                                                                                                           |  |  |  |  |  |
| NOTE: S                  | upervis                  | ory or lead worker resi                                                                                                        | oonsibilities must be described in a                                                                                                                                                                                                                                                                                                                                                             | detailed                                                       | duty statement(s) with a                                                                                                                                                                                  |  |  |  |  |  |
| ti                       | me pero                  | centage(s) allotted.                                                                                                           | · ·                                                                                                                                                                                                                                                                                                                                                                                              |                                                                | • , ,                                                                                                                                                                                                     |  |  |  |  |  |
| If a box was head cour   |                          | ked above, list position t                                                                                                     | title, position number, and number of s                                                                                                                                                                                                                                                                                                                                                          | ubordina                                                       | te incumbents or authorized funded                                                                                                                                                                        |  |  |  |  |  |
|                          | Positio                  | on Title                                                                                                                       | Position Number                                                                                                                                                                                                                                                                                                                                                                                  |                                                                | No. of Incumbents or Funded Vacancies                                                                                                                                                                     |  |  |  |  |  |
| N/A                      | 7ED V                    | JOWI EDGES SKILLS                                                                                                              | ADILITIES LICENSUBE OF CERTIFI                                                                                                                                                                                                                                                                                                                                                                   | CATION                                                         | NECESCARY FOR THE SUCCESSE!                                                                                                                                                                               |  |  |  |  |  |
| PERFORM<br>ABILITIES     | MANCE<br>AND L           | OF THE WORK OF THI                                                                                                             | S POSITION. NOTE: SINCE THERE                                                                                                                                                                                                                                                                                                                                                                    | ARE NO                                                         | NECESSARY FOR THE SUCCESSFUL<br>W SEVERAL OPTIONS OF SKILLS AND<br>E PHRASE "SAME AS SPECIFICATION"                                                                                                       |  |  |  |  |  |
|                          |                          |                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                |                                                                                                                                                                                                           |  |  |  |  |  |

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits and benefit fraud; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.