ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly April 2023



Raymond P. Marchiori *Acting Director*

March 14, 2023

Pursuant to the Illinois State Services Assurance Act, seen in 5 ILCS 382/3, the Illinois Department of Employment Security is submitting its FY2023 report on bilingual frontline staff in the Department. The frontline staff is made up of various titles including the following: a Public Service Administrator, Field Office Supervisors, Employment Security Program Representatives, Employment Security Service Representatives, Employment Security Specialists, an Executive I, a Hearings Referee, an Office Administrator, an Office Associate, an Unemployment Insurance Revenue Analyst II, and Unemployment Insurance Special Agents. The language options represented in IDES' State Services Assurances Act report are Chinese, Polish, and Spanish.

5 ILCS 382/3 requires the Department to maintain at least 127 frontline bilingual staff since 2008. Consistent with the requirements of the State Assurances Act, IDES employs 139 bilingual frontline employees in the Department. Therefore, IDES exceeds the requirement of the Act.

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

As required by the Act, a list of frontline bilingual employees for the period ending January 2023 is attached, as well as job descriptions for the bilingual titles.

Respectfully Submitted,



NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
	Employment Security Field Office		
Biolik, Eugene	Supervisor (ES FOS)	0013600	POLISH SPEAKING
, 0	Employment Security Field Office		
Cruz, Natalia	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
,	Employment Security Field Office		
Franklin-Reyes, Blanca	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
,	Employment Security Field Office		
Guillory, Yvette	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Field Office		
Lopez (Gage), Marina	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Field Office		
Ramos, Juanita	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Field Office		
Szczesiak, Agnieszka	Supervisor (ES FOS)	0013600	POLISH SPEAKING
	Employment Security Field Office		
Talis, Maria	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Field Office		
Valadez, Sylvia	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Program		
Aguero, Alejandra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Almeida, Richard	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Andrade, Raul	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Anselmo, Gladys	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Arroyo, Dolores	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Avila, Vereniz	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Baker, Renata	Representative (ESPR)	0013650	POLISH SPEAKING
	Employment Security Program		
Barajas Purcell, Albertina	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Bolivar, Cruz	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Cabrejas, Rene	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0040676	CDANUCLI CD TOWN
Castaneda (Alvarado), Karen	Representative (ESPR)	0013650	SPANISH SPEAKING



	Employment Security Program		
Chavarria, Miguel	Representative (ESPR)	0013650	SPANISH SPEAKING
· •	Employment Security Program		
Chavez, Horacio	Representative (ESPR)	0013650	SPANISH SPEAKING
·	Employment Security Program		
Claudio-Katz, Lillian	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Cortez, Guadalupe	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Cruz, Edgar	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Cruz, Michael	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Curran, Adam	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Dabrowiecka, Renata	Representative (ESPR)	0013650	POLISH SPEAKING
	Employment Security Program		
DeLeon, Antonio	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Diaz, Cristal	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Fernandez, Rita	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Flores, Patricia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Garibay, Liliana	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Goiz, Olga	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Gomez, Marcial	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Gontarz, Aleksandra	Representative (ESPR)	0013650	POLISH SPEAKING
	Employment Security Program		
Gutierrez, Sandra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Hernandez, Beatriz	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Hernandez, Jeannette	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Huerta, Bertha	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Illanas, Paul	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Isais, Olga	Representative (ESPR) 33 South State Street Chicago, Illinois 60603-2	0013650	SPANISH SPEAKING



	Employment Security Program		
Janos, Andrea	Representative (ESPR)	0013650	SPANISH SPEAKING
341103,74114124	Employment Security Program	0013030	3174431131274444
Krakowski, Agnes	Representative (ESPR)	0013650	POLISH SPEAKING
Krakowski, rigires	Employment Security Program	0013030	T O EISTT ST E/ IIIII O
Lopez, Lauren	Representative (ESPR)	0013650	SPANISH SPEAKING
2002, 200.011	Employment Security Program	002000	317.1131131131271111114
Lopez, Leticia	Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Lecicia	Employment Security Program	0013030	3171111311311271111113
Luciano, German	Representative (ESPR)	0013650	SPANISH SPEAKING
zaciano, cerman	Employment Security Program	0013030	317111131131 271111113
Luevano, Myra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	002000	
Martinez Jr, Domingo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Martinez, Araceli	Representative (ESPR)	0013650	SPANISH SPEAKING
,	Employment Security Program		
Martinez, Efrain	Representative (ESPR)	0013650	SPANISH SPEAKING
•	Employment Security Program		
Molina, Juanita	Representative (ESPR)	0013650	SPANISH SPEAKING
·	Employment Security Program		
Montes De Oca, Kevin	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Montoya, Sandra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Mora, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Munoz, Rafhy	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Ortiz, Rodrigo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Pacheco, David	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Perez, Genesis	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Perez, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Quetell, Hector	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Quezada, Jose	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Ramirez, Claudia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Ramirez, Lilia	Representative (ESPR) 3 South State Street Chicago Illinois 60603-2	0013650	SPANISH SPEAKING



	Employment Security Program		
Ramos, Geanna	Representative (ESPR)	0013650	SPANISH SPEAKING
Namos, Geama	Employment Security Program	0013030	31744311312744146
Rickard, Sonia	Representative (ESPR)	0013650	SPANISH SPEAKING
Mekara, serna	Employment Security Program	0013030	31711311311271111143
Rivera-Swint, Evelyn	Representative (ESPR)	0013650	SPANISH SPEAKING
Tavera estilie, Every	Employment Security Program	0013030	31711311311312711111143
Rodriguez, Cynthia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	002000	
Salinas, Patricia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Sanabria, Luis	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Sanchez, Jemima	Representative (ESPR)	0013650	SPANISH SPEAKING
,	Employment Security Program		
Silva, Guillermo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Soto, Leonor	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Staples, Corina	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Talamantes, Andrea	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Tsao, Sandy	Representative (ESPR)	0013650	CHINESE SPEAKING
	Employment Security Program		
Tubens, Arnaldo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Valentine-Soto, Cristina	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Varys, Miriam	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Vazquez, Laura	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Vela, Sergio	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Villegas, Mayra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Wilkowska, Jolanta	Representative (ESPR)	0013650	POLISH SPEAKING
	Employment Security Program		
Zamora, Gustavo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0010055	6844464-685444-6
Zamora, Jessica	Representative (ESPR)	0013650	SPANISH SPEAKING
Al.,	Employment Security Service	001065	CDANICU CDEAUCE
Almanza, Ralph	Representative (ESSR) 3 South State Street Chicago, Illinois 60603-2	0013667	SPANISH SPEAKING



	Employment Security Service		
Acosta, Robert	Representative (ESSR)	0013667	SPANISH SPEAKING
Acosta, Nobel C	Employment Security Service	0013007	31 ANISH SI LAKING
Amaro, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
Amaro, Iviana	Employment Security Service	0013007	31 ANISH SI LAKING
Cantu, Veronica	Representative (ESSR)	0013667	SPANISH SPEAKING
curra, veromea	Employment Security Service	0013007	31711131131127111114
Castellanos, Martha	Representative (ESSR)	0013667	SPANISH SPEAKING
castenarios, iviai tria	Employment Security Service	0013007	317111311311271111143
Curtis, Pamela	Representative (ESSR)	0013667	SPANISH SPEAKING
eartis), rameia	Employment Security Service	0013007	317111131131 27111114
Gomez, Gloria	Representative (ESSR)	0013667	SPANISH SPEAKING
302, 3.0	Employment Security Service	0013007	317111131131 27111114
Gonzalez, Lilia	Representative (ESSR)	0013667	SPANISH SPEAKING
,	Employment Security Service		
Hernandez, Cristina	Representative (ESSR)	0013667	SPANISH SPEAKING
,	Employment Security Service		
Hernandez, Johanna	Representative (ESSR)	0013667	SPANISH SPEAKING
·	Employment Security Service		
Hulbert, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Kolotka, Alicia	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Medina, Francisco	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Mena, Mario	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Moran, Gloria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Ornelas, Rosaura	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Padilla-Tompkins, Leticia	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Pena, Berta	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Perez, Luis	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Ramirez, Peter	Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez-Vargas	Employment Security Service		
(Reyes), Edith	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Regalado, Madel	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Rodriguez, Maria	Representative (ESSR) 3 South State Street Chicago Illinois 60603-	0013667	SPANISH SPEAKING



	Employment Security Service		
Salcedo, Sandra	Representative (ESSR)	0013667	SPANISH SPEAKING
Salectio, Salitara	Employment Security Service	0013007	SI ANISH SI LAKING
Smith, Marisol	Representative (ESSR)	0013667	SPANISH SPEAKING
Simility Wallson	Employment Security Service	0013007	SI ANISH SI LAKING
Valenzuela, Claudia	Representative (ESSR)	0013667	SPANISH SPEAKING
Valerizaeia, Ciadala	Employment Security Service	0013007	SI AMST SI LAMM
Velasquez, Desiree	Representative (ESSR)	0013667	SPANISH SPEAKING
veiasquez, Desiree	Employment Security Service	0013007	SI ANISH SI LAKING
Walaszek, Dorota	Representative (ESSR)	0013667	POLISH SPEAKING
Walaszek, Dolota	Employment Security Service	0013007	1 OLISH SELAKING
Zendejas, Guadalupe	Representative (ESSR)	0013667	SPANISH SPEAKING
Zendejas, Guadalupe	Employment Security Specialist 1	0013007	SPAINISH SPEAKING
Borrero, Isadora	(ESS1)	0013671	SPANISH SPEAKING
Borrero, isadora	Employment Security Specialist 1	0013071	SPAINISH SPEAKING
Garcia Jr., Apolonio	(ESS1)	0013671	SPANISH SPEAKING
Garcia Jr., Apolonio	Employment Security Specialist 1	0013071	SPANISH SPEAKING
Gonzalez, Fatima	(ESS1)	0013671	SPANISH SPEAKING
Gorizalez, Fatilila	Employment Security Specialist 1	0013071	SPANISH SPEAKING
Hubbell, Cristina	(ESS1)	0013671	SPANISH SPEAKING
Hubbell, Cristilla	Employment Security Specialist 1	0013071	SPANISH SPEAKING
Revuelta, Edgar	(ESS1)	0013671	SPANISH SPEAKING
Revuelta, Lugai		0013071	SPANISH SPEAKING
Romero-Mendoza, Pedro	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Komero-Wendoza, Fedro	Employment Security Specialist 2	0013071	SPAINISH SPEAKING
Garcia, Gabriela	(ESS2)	0013672	SPANISH SPEAKING
Garcia, Gabriela	Employment Security Specialist 3	0013072	SPAINISH SPEAKING
Fabregas, Diana	(ESS3)	0013673	SPANISH SPEAKING
Fabregas, Dialia	Employment Security Specialist 3	0013073	SPANISH SPEAKING
Flores-Quinonez, Rosa	(ESS3)	0013673	SPANISH SPEAKING
1101es-Quillonez, Nosa	Employment Security Specialist 3	0013073	SPAINISH SPEAKING
Garcia Volia	(ESS3)	0013673	SPANISH SPEAKING
Garcia, Velia	(E333)	0013073	SPANISH SPEAKING
Pamiroz Montoro Iulio	Executive 1	0013851	SDANISH SDEAKING
Ramirez-Montero, Julio	Executive 1	0012021	SPANISH SPEAKING
Hajzl, Luke	Hearings Referee	0018300	SPANISH SPEAKING
riajzi, Luke	Healings vereige	0010300	SPAINISH SPEAKING
Morris (Suarez), Anna	Office Administrator 4	0029994	SPANISH SPEAKING
iviorris (Suarez), Allila	Office Authinistrator 4	0023334	JEANISH SPEAKING
Moreno, Crystal	Office Associate	0030015	SPANISH SPEAKING
Wiorello, Crystal	Office Associate	0030013	JI ANISH SI LANING
		0007017	6844464468544
Garcia, Surami	Public Service Administrator (PSA)	0037015	SPANISH SPEAKING



Unemployment Insurance		
Revenue Analyst II	0047082	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
Unemployment Insurance Special		
Agent	0047096	SPANISH SPEAKING
		TOTAL: 139
al Frontline Staff: 139		
Polish: 8		Spanish: 130
	Revenue Analyst II Unemployment Insurance Special Agent Unemployment Insurance Special Agent	Revenue Analyst II Unemployment Insurance Special Agent Out7096 Out7096 Unemployment Insurance Special Agent Out7096 Out7096 Out7096 Inemployment Insurance Special Agent Out7096



1. POSITION TIT	l F		WORKING TITLE (IF ANY)	BILINGUAL	POSITION TIT		ITION NU	MRFR		
Existing Position				CODE OPTION CODE		1				
New/Revised Position			1	1 1		1	1			
Employment S	•			29	ss		0-44-51			
Field Office S	uperviso	<u> </u>			<u> </u>	1-3600	-44-51-1	07-30) -31	9, OFFICE
3. AGENCY Existing Position			4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	6.AUDIT	USE
Existing Footion										12/16/22 - PNC
New/Revised Position	t of Emp	loyment Security	Service Delivery/ Fiel	d Opera	ations	0	016	N	R	
10. SECTION	t Of Little	oyment Security	11. UNIT	•			SACTION	<u> </u> 1:	I 3. EFFECTIV	E DATE
Existing Position						CODE		1	00/40	(0040
								<u>L</u>	02/16/	2019
New/Revised Position	(D:l		Service Unit II			│ □ MAO	21 ESTAE	LISH		
Chicago Region	on/ Plise	n Local Office			/ Ruta	п	22 EXEMI 24 POSIT			
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE	Exem	pt 🛛 MC0	26 CLARI	FY		
Existing Position							27 ADDIT 28 WORK			
New/Revised Position					<u> </u>		21 ABOLI 49 DOWN		REALLOCA	ATION
1700 W. 18 th S	Street		RC062		N	☐ MC1	50 LATER	AL REA	ALLOCATIO	ON
Chicago, IL	51,001		110002		'	I LI MC1	58 UPWA	KU KEA	ALLOCATIO	N
% OF TIME	16. CON	MPLETE CURRENT AN	ID ACCURATE STATEMEN	IT OF PO	OSITION E	SSENTIAL	FUNCTI	ONS		
Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services. 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							elevant			
separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services. 2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. 3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.										
DIRECTOR OF C	MS ACAL	TURE LIMMED	IATE SUPERVISOR SIGNATU	IRE I A	CENCY PE	AD SIGNAT	URF		l D	ATE
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16. (CONTINUE	D)
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.
10%	 Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.
05%	 Assumes responsibility for overall management of office operations in the absence of the manager or as directed.
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
17 POSITION	N TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing,
	a and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances

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. SS1 37015-44-51-107-00-31.

WORKING TITLE (IF ANY)
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	n Title Position Number		No. of Inc	umbents or Funded Vacar	ncies
ESPR	13650-44-51-107-31-01	13650-44-51-107-20	-01	2-5	
ESPR, SS	13650-44-51-107-31-31-	13650-44-51-107-20	-31	2-5	
ESPR Intermittent	13651-44-51-107-31-01	13651-44-51-107-2)-01	2-5	
ESSR	13667-44-51-107-31-01	13667-44-51-107-2)-01	2-5	
ESSR, CH	13667-44-51-107-31-21	13667-44-51-107-2)-21	2-5	
ESSR, SS	13667-44-51-107-31-31	13667-44-51-107-2)-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		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TO OPTION COL	LE 2. POS	ITION NU	MBER		
Existing Position		<u> </u>	CODE	OF HOR COI				······································	
New/Revised Position		 				_			
Employment S			29	SS	13600	-44-53-	105-3	0-31	
Field Office Su	ipervisor	A DUDEAU/DIVISION			5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
3. AGENCY Existing Position	_,	4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.40011	USE
Existing Conton]	
New/Revised Position	of Employment Security	Service Delivery/ Field	Operation	ons	0	099	N	R	ĺ
10. SECTION	Of Employment Ocounty	11. UNIT	_		12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE
Existing Position					JOSE			02/16/	/2019
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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
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New/Revised Position						021 ABOLI 149 DOWN		REALLOC	ATION
Joliet, IL		RC062				150 LATER 158 UPWA			
% OF TIME	16. COMPLETE CURRENT A	ND ACCURATE STATEME	NT OF P	OSITION E					
	Under general direction, pla								
30%	employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Plans and directs Employment Security programs and services for claimants and employers relevant						ment of lients		
3078	to reception/intake Exchange registrate agency services, s separation and not request or need in	, claims processing, bene tion process, vocational co uch as job development a nseparation adjudication i terpretive services.	fit claim ounselin and job p ssues. l	s and pay ng, job de placemen Jtilizes Sp	ment issu- velopment is to the bi panish lang	es resoli , job refe usiness guage to	utions erral, d comm assis	i, IL Lab coordina nunity ar st clients	oor ation of nd s who
30%	2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.						staff s and er the		
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 keyproduction and budget indicators to monitor production against goals and to identify problems; plantaged and implements corrective action.					gner- s of key				
DIRECTOR OF	7.7	DIATE SUPERVISOR SIGNAT	URE		EAD SIGNA				DATE
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16. (CONTINUE	D)						
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENT	IAL FUNCTIONS (Continued)		
10%	4.	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%	6.	Assumes responsi as directed.	bility for overall management of offi	ce oper	rations in the absence of the manager or		
05%	7.	Performs other dut enumerated above		are reas	sonably within the scope of the duties		
conductin	g and sigr	ND NUMBER OF IMN ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assignments	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 TH	S POSITION IS A:				
⊠ SUPE	RVISOR	OR 🗌 LEAD V	VORKER				
ti	me perce	ntage(s) allotted.	ponsibilities <u>must</u> be described in a		, ,		
headcour	as cnecké it:	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		
ES Program R			13650-44-53-105-31-01		2-5		
ES Program R		ittent	13651-44-53-105-31-01		2-5		
ES Service 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		1	NORKING TI	TLE (IF ANY)	BILINGUAL	POSITION TIT	LE 2. POS	ITION NU	MBER				
Existing Position					,		0		2.1 CONTON NOWIBER					
New/Revised Position														
Employment S	Security					29	ss	13600	-44-54-	102-50	0-31			
Field Office St	upervisor	-		1			<u> </u>	E TVUT	E IMPDY	7 60		I n office		
3. AGENCY				4. BUREAU	I/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9, OFFICE USE		
Existing Position														
New/Revised Position				Sonico D	Delivery/ Fiel	d Opera	tions	0	101	1	R	N		
IL Department	of Empl	oyment Secur	ity			u Opera	uons	_	12. TRANSACTION 13. EFFECTIVE I					
10. SECTION				11. UNIT				CODE	SACTION			LDAIL		
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New/Revised Position														
	on/ Rock	ckford Local Office Service Unit IV							21 ESTAB			_		
140/tile/li regi							Rutar		☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
14. WORK LOCA	TION			15. BARGA	INING/TERM (CODE	Exem	pt ☐ MCC	26 CLARI	FΥ				
Existing Position									27 ADDIT 28 WORK					
No. (Decision Decision									21 ABOLI		DE ALL OC.	ATION		
Rockford, IL]	RC062		N		49 DOWN 50 LATER					
	40.001	ADJETE CURR	ENIT AND	ACCUDAT		IT OF DO	CITION E		58 UPWA		LLOCATIO	NC		
% OF TIME	16. CON	IPLETE CURR	ENT AND	ACCURATE	SSENTIAL	FUNCTI	ON2							
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% 10%	 Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervis Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. Establishes and maintains systems to monitor employee performance against office goals and 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; pla and implements corrective action. 								staff and r the d ner- of key					
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16. (CONTINUE	-D)				
% OF TIME		MPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENT	TAL FUNCTIONS (Continued)
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10%	5.	issues, job searche former office staff	es or referrals and separation and i	nonsepa rent stat	potentially controversial claims, benefit aration adjudication, including those of ff members. Utilizes Spanish language to
05%	6.	Assumes responsi as directed.	bility for overall management of off	ice oper	rations in the absence of the manager or
05%	7.	Performs other dut enumerated above		are reas	sonably within the scope of the duties
conductin	g and 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 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			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)	BILINGUA	L POS	ITION TITLE	2. POS	ITION NU	MBER]	
Existing Position													
New/Revised Position Employment Field Office S				22		РО	13600)-44-54-	103-4	10-41			
3. AGENCY	<u> </u>		4. BUREAU/ DIVISION				5. EXMT	6. WORK COUNTY	7. A/I AUTH	6.AUDIT	9. OFFICE USE	1	
Existing Position											07/01/21 - Up		
New/Revised Position			Sonrigo Dolivon/Field Operations					016	4	1 _	location and	section nam	
	t of Employment Secui	rity	Service Delivery/ Field Operations					016 SACTION	1	R 3. EFFECT	IVE DATE		
10. SECTION Existing Position								CODE					
Existing Fashion													
New/Revised Position	Wheeling						05/01/2020						
Northern Reg	ion/ Arlington Hts . Loca	al Office	Service Unit III				MAC						
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt		024 POSIT 026 CLAR		UMBER CH	HANGE		
Existing Position			10. DANGAINING/TERM	OODL			□ MC	27 ADDI	TONAL		AL CHANGE		
			·				□ MD	028 WORI 021 ABOL	SH				
New/Revised Position			RC062			N		149 DOWI					
	hts: L Wheeling, IL						☐ MC1	158 UPW/	ARD RE			4	
% OF TIME	16. COMPLETE CURRI	ENT AND	ACCURATE STATEMEN	IT OF F	POSITI	ON ESS	SENTIAL FUNCTIONS						
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% 10%	 Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff, counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. Establishes and maintains systems to monitor employee performance against office goals and 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 												
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16. (CONTINUE	ED)									
% OF TIME		PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	NESSENTIAL FUNCTIONS (Continued)						
10%	4.	level; establishes the UI Act most di	and maintains systems to monitor	ation of service delivery programs at the office office processes in the application of sections of rity of the administration of services and the timely						
10%	5.	issues, job search former office staff	es or referrals and separation and	ifficult or potentially controversial claims, benefit nonseparation adjudication, including those of urrent staff members. Utilizes Polish language to ses.						
05%	as directed.									
05%	7.	Performs other du enumerated above		are reasonably within the scope of the duties						
				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:							
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☑ SUPER	RVISOR	OR LEAD V	VORKER							
NOTE: 0	· · · · · · · · · · · · · · · · · · ·			a described distributions and a social a						
		ry or lead worker res 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		ca above, nat position	the, position number, and number of	suboralitate in camberlo or dathorized idiaco						
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies						
ESPR BO	·		13650-44-54-103-41-01	2-5						
ESPR, PO			13650-44-54-103-41-41	2-5						
ESSR			13667-44-54-103-41-01	2-5 2-5						
ESSR, SS			13667-44-54-103-41-31	2-3						
19 SPECIALI	ZED KNIC	WIEDGES SKILLS	ARILITIES LICENSURE OR CEPTIE	ICATION NECESSARY FOR THE SUCCESSFUL						
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
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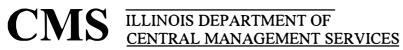
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of 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.

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Under genera employers. Es objectives whi services. Colla evaluation of soffice operation who request of the separate of the s	•	RC062		N	☐ MC1	50 LATER	AL REA	LLOCATIO	NC				
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separreque 30% 2. Plans Provice reassi appro abrea coordi	or need interpre s and directs Em ception/intake, c ange registratio	nployment Security prog laims processing, benef n process, vocational co	rams and it claims a ounseling,	l services fo and payme job develo	or claima nt issue pment,	ants and s resolu job refe	l emp tions, rral, c	loyers r IL Labo oordina	relevar or ition of				
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DIRECTOR OF CMS SIGNATURE	tives which mos er services; coll		IRE I AG	SENCY HEAD			í		ATE				
Jane Jone	etives which moser services; coll- uction and budg mplements corre	ATE SUPERVISOR SIGNATU		74 ^-	2 Ch	m	<u>-</u>	03/06	6/2019				

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 ectly related to ensuring the integri	ion of service delivery programs at the office iffice 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							
05%	enumerated above.										
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)											
	WORKING TITLE (IF ANY)										
PSA, Opt. 1	37015-4	4-54-103-00-01		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 entage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a							
If a box wa	as checke		itle, position number, and number of se	ubordinate incumbents or authorized funded							
headcount	t:										
	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							
19 SPECIALI	ZED KNC	JWI EDGES SKILLS	ARII ITIES LICENSURE OR CERTIE	CATION NECESSARY FOR THE SUCCESSFUL							
PERFORM ABILITIES	MANCE O	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							
in the social s unemploymen	sciences 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 services	required	to meet client need	 Requires ability to understand a 	and respond to the changing employment needs							

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

clients.

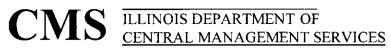


1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
Existing Position		LOUE	OF HON CODE	1						
New/Revised Position Employment Security Field Office Supervisor		29	SS	13600)-44-54-	107-5	0-31			
3. AGENCY	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position								09/01/2020 -		
New/Revised Position IL Department of Employment Security	Service Delivery/ Fiel	d Opera	tions	0	045	N 1	R	update to A/I code and supervisor PN		
10. SECTION	11. UNIT			12. TRAN	SACTION	13	8. EFFECTIV	E DATE		
Existing Position							02/16/	2019		
New/Revised Position	<u> </u>			-		<u>i </u>				
Northern Region/ North Aurora Local Offic	e Service Unit III				21 ESTAB 22 EXEMI		E CHANGE	<u>.</u>		
14. WORK LOCATION	15. BARGAINING/TERM (ODE	Rutan Exempt	☐ MC0	24 POSIT 26 CLARI	ION NU				
Existing Position	13. BANGAINING/TERM C	JODE		☐ MC0	27 ADDIT	IONAL I				
					28 WORK 21 ABOLI		Y CHANG	E		
New/Revised Position	RC062		N		49 DOWN 50 LATER					
North Aurora, IL % OF TIME 16. COMPLETE CURRENT A		IT OF DO		☐ MC1	58 UPWA	RD REA				
% OF TIME 16. COMPLETE CURRENT A	ND ACCURATE STATEMEN	II OF PC	JOHNON ES	SENTIAL	FUNCTI	ON2				
employers. Establishes and objectives which most direct services. Collaborates in de evaluation of service deliver office operations in the abstraction who request or need interpolations. 1. Plans and directs Establishes in the abstraction	 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. 									
Provides guidance reassigns staff to m approves time off; pabreast of changes coordinates the impaupervision of a no	iews and evaluates the wo and training to assigned s neet day-to-day operating prepares and signs perform in policy, procedures and plementation of corrective n-union supervisor to prove aintains systems to monito ost directly affect the adm	etaff; cou needs; e mance e prograr action; c ride rele	insels staff establishes evaluations. in operation conducts pr vant inform yee perforn	regardin annual (Conductory s. Discu e-disciplation or mance aq	g work p goals an ts meeti usses pr inary mo assistan	performed objectings to oblem eeting ce.	mance; ectives; o keep s n areas a s under	taff and the		
Peyser services; co production and bud and implements co	ollaborates in developmen get indicators to monitor prective action.	t of offic production	e budget ai on against o	nd condu poals and	ıcts freq d to ider	uent r	eviews of the contract of the	of key ; plans		
DIRECTOR OF CMS SIGNATURE IMME	DIATE SUPERVISOR SIGNATU		GENCY HEAD				D/	ATE		
fault by som Laydon	مستانا فالأستاف أأرا		bre	- 50	m	ت	03/0	6/2019		
CMS-104 (ReV)10/94) 1 401-0794	المرابعة الم						-			

16. (CONTINUE											
% OF TIME	16. COMPLETE CURI	ENT AND ACCURATE STATEMENT OF POSITION E	SSENTIAL FUNCTIONS (Continued)								
10%	level; esta the UI Act	lishes and maintains systems to monitor off	on of service delivery programs at the office fice processes in the application of sections of of the administration of services and the timely								
10%	issues, jot former offi	searches or referrals and separation and no	cult or potentially controversial claims, benefit onseparation adjudication, including those of ent staff members. Utilizes Spanish language to s.								
05%	as directed.										
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.											
conducting	N TITLE AND NUMBE g and signing performations umbent of this position		or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances								
DCA Ont 1.3	37015-44-54-107-00	01	WORKING TITLE (IF ANY)								
		· F									
PSA, Opt. S	31 - 37015-44-54-10	-00-31 -	Local Office Manager								
18. CHECK TH	HE APPROPRIATE B	X IF THIS POSITION IS A:									
⊠ cupe	DV460D OD F	LEAD MORKER									
SUPEI	RVISOR OR [LEAD WORKER									
NOTE: S	upervisory or lead w	orker responsibilities <u>must</u> be described in a d	detailed duty statement(s) with a								
tii	me percentage(s) all	tted.									
	-	position title, position number, and number of sul	bordinate incumbents or authorized funded								
headcoun	τ:										
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
ESPR		13650-44-54-107-51-01	5								
ESPR, SS											
ESSR		13667-44-54-107-51-01	2								
	<u> </u>										
10 SPECIAL	IZED KNOWI EDGES	SKILLS ARILITIES LICENSURE OF CEPTIFIC	CATION NECESSARY FOR THE SUCCESSFUL								
			ARE NOW SEVERAL OPTIONS OF SKILLS AND								
ABILITIES	S AND LICENSURE (R CERTIFICATION IDENTIFIED ON STANDAR	DS, 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		· ·	
Existing Position				,	CODE	OP	TION CODE				·		
New/Revised Position Employment					29		ss	13600	-44-55-	102 6	n 21	,	
Field Office S	Superviso	or			29		33	13000	-44-55-	100-0	0-31		
3. AGENCY				4. BUREAU/ DIVISION				5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8 AUDIT	9 OFFICE USE	
Existing Position													
New/Revised Position				0 ' 0 " (F)				_	072	1	R		
	nt of Emp	loyment Secu	rity	Service Delivery/ Fig	eld Obe	ration	S	0	17				
10. SECTION				11. UNIT				12. TRANSACTION 13. EFFECTIVE DAT CODE					
Existing Position								08/16/2020					
New/Revised Positron		-		C				E2 1400	O4 FCTAI				
Northwest Re	gion/ Pe	oria Local Offi	ce	Service Unit V				■ MA021 ESTABLISH ■ MC022 EXEMPT CODE CHANGE ■ MC024 POSITION NUMBER CHANGE					
14. WORK LOCA	ATION			15. BARGAINING/TERM	CODE		Exempt		124 PUSI 126 CLAR		JIVI BER CH	ANGE	
Existing Position								☐ MC0		K COUN	IDENTICA: ITY CHANG	LCHANGE SE	
New/Revised Position		· <u></u>		50000				☐ MC1	49 DOW	WARD	REALLOC		
Peoria, IL				RC062			N				ALLOCATI ALLOCATI		
% OF TIME	16. COI	MPLETE CURR	ENT AND	DACCURATE STATEMEN	NT OF F	POSITI	ON 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.												
10%	 Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff, counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. Establishes and maintains systems to monitor employee performance against office goals and 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. 									staff and r the d iner- of key			
DIRECTOR OF C	MS SIGN	ATURE, I	IMMEDIA	ATE SUPERVISOR SIGNATI	JRE	AGEN	CY HEAD	SIGNAT	URE		D.	ATE	
	y saw	l forte 39				this	stin Ri	chand	Dear Me	hi	08/2	6/2020	

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16. (CONTINUE				
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	4.	level; establishes 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 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> 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.

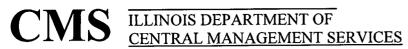
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of 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 CODE	POSIT	ON CODE	2. POSI	TION NU	MBER		
Existing Position				1						
New/Revised Position Employment S Field Office St			29	,	SS	13600	-44-60-	101-4	0-31	<u> </u>
3. AGENCY	aper vioor	4. BUREAU/ DIVISION		.l		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position		Service Delivery/ Call C	enter O	perat	ions					
New/Revised Position	t of Employment Security	Service Delivery/ Field	Operation	ns		0	022	N	R	
10. SECTION	or Employment decurity	11. UNIT	,.			12. TRAN	SACTION	13	B. EFFECTIV	É DATE
Existing Position									02/16	/2019
Lombard Call	Center - Section A							<u> </u>		· · · · · ·
	perations/ Lombard Call ion A	Service Unit A-4				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE				
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE		Rutan Exempt	⊠ MC0	26 CLARI	FY		
Existing Position					. ====	MC0	27 ADDIT 28 WORK 21 ABOLI	COUN'	TY CHANG	Ε
New/Revised Position Lombard, IL		RC062			N	MC1	49 DOWN 50 LATER 58 UPWA	RAL REA	LLOCATION	NC
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
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.									
30%	Provides guidance reassigns staff to a approves time off; abreast of change coordinates the improvision of a necessity of the supervision of a necessity of the supervision of a necessity	views and evaluates the war and training to assigned and training to assigned and training to assigned and training to assigned and prepares and signs performs in policy, procedures and applementation of corrective on-union supervisor to pro	staff; con needs; mance of d progra action; vide rele	unsel estab evalu m op cond evant	s staff roblishes ations. erations ucts proint informations.	regardir annual Conduct s. Disc e-discip ation or	ng work goals ar cts meet usses p linary m assistar	perfor nd obj ings t robler reeting nce.	mance; ectives; o keep n areas gs unde	staff and 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.									
DIRECTOR OF	U forle	EDIATE SUPERVISOR SIGNAT	URE /		umo	SIGNAT		نۃ	-	OATE 06/2019
CMS-104 (Rev. 10	() 2: 0/94) IL 401-0794 // 2/ _/9	MAR 2 8 283				, 25				

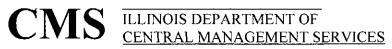
16. (CONTINUE	D)										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)										
10%	level: establishes a	and maintains systems to monitor of ectly related to ensuring the integrit	ion of service delivery programs at the office ffice processes in the application of sections of ty of the administration of services and the timely								
10%	issues, job searche former office staff a	es or referrals and separation and n	ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rent staff members. Utilizes Spanish language to s.								
05%	Assumes responsil as directed.	bility for overall management of offi	ce operations in the absence of the manager or								
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.										
conducting	17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)										
			WORKING TITLE (IF ANY)								
PSA, Opt. 1	37015-44-60-101-00-01		Call Center Manager								
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:									
tir	upervisory or lead worker res ne percentage(s) allotted. as checked above, list position	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a ubordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
ES Program R	ер	13650-44-60-101-41-01	3-10								
ES Program R	ep, SS	13650-44-60-101-41-31	2-5								
			*								
PERFORM ABILITIES	MANCE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
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	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE 2. POSITION NUMBER												
Existing Position				COLL OF NOVOCOL										
New/Revised Position					1									
Employment S					22	PO	13600	-44-60-	102-3	0-41	ļ			
Field Office Su	ipervisor		4. BUF	REAU/ DIVISION	<u> </u>	J	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position				ce Delivery/ Call	Center C	neration		COUNT	AUTH					
New/Revised Position									-	ł _				
IL Department	of Empl	oyment Securi	<u> </u>	ce Delivery/ Field	Operation	ons		0 022 N R						
10. SECTION			11. UN	IIT			12. TRAN CODE	SACTION	13	3. EFFECTIV	E DATE			
Existing Position								02/16/2019						
Lombard Call	Center- S	Section B				·	 		L					
Call Center Op Center- Section		/ Lombard Cal	l Servi	Service Unit B-3				21 ESTAE 22 EXEM	PT COD		Ì			
14. WORK LOCA	TION		15. BA	RGAINING/TERM C	ODE		empt 🗵 MC0	24 POSIT 26 CLARI	FY					
Existing Position MC027 ADDITIONA MC028 WORK COU MD021 ABOLISH									COUN					
New/Revised Position				BC063				49 DOWN						
Lombard, IL	RC062 N MC150 LATERAL REALLOCATION MC158 UPWARD REALLOCATION													
% OF TIME	16. COM	MPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS												
	Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services.													
30%	1.	to reception/ir Exchange reg	ntake, claims pistration process, such as j d nonsepara	ment Security pro processing, bend cess, vocational of iob development tion adjudication re services.	efit claim counselin and job :	s and pa ng, job de placeme	ayment issue evelopment, nts to the bu	es resoli job refe isiness (utions erral, c comm	, IL Lab coordina unity ar	or ition of id			
30%		Provides guid reassigns sta approves time abreast of cha coordinates the supervision of	ance and tra ff to meet da e off; prepare anges in poli- ne implemen 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 t	I staff; cog needs; ormance nd programe action; ovide release.	eunsels s establis evaluation am opera conduct evant inf	staff regardir hes annual ons. Conducations. Disc ts pre-discip formation or	ng work goals ar cts meet usses p llinary m assistar	performed objectings to the transfer of the tr	rmance; ectives; o keep ; m areas gs unde	staff and 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.													
DIRECTOR OF	MS/SIGN	ATURE	IMMEDIATE'S	UPERVISOR SIGNA			HEAD SIGNA				DATE			
1 yan	U Jacki		i. Kar	مداد عمداد موسلاتين		Tro	masch	em	نت	03/	06/2019			
CMS±104 (Rev. 10	194) IL 401	7l -0794	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	MAR 2 0 223	, <u>L</u>		3 0							
CMS+104 (Rev. 10	, Ho	26-19			<u>.</u>									
ישיו אין		•	E)	[1										

16. (CONTINUE) % OF TIME	D) 16. COMI	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)					
10%		Collaborates in pla level; establishes a	nning, implementation and evaluati nd maintains systems to monitor o ectly related to ensuring the integrit	on of service delivery programs at the office ffice processes in the application of sections of the administration of services and the timely					
10%	5.	issues, job searche former office staff a	es or referrals and separation and r	ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rent staff members. Utilizes Polish language to s.					
05%	6.	Assumes responsit as directed.	pility for overall management of offi	ce operations in the absence of the manager or					
05%	7. Performs other 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. PC	01 3701	5-44-60-102-00-41		Call Center Manager					
18. CHECK TH	E APPRO	OPRIATE BOX IF THI	S POSITION IS A:						
tir	uperviso me perce as checke	ntage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a ubordinate incumbents or authorized funded					
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies					
ES Program R		1110	13650-44-60-102-31-01	10-40					
ES Program R	ep, PO		13650-44-60-102-31-41	2-5					
PERFORN ABILITIES	MANCE O S AND LIC	F THE WORK OF TH CENSURE OR CERTI	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
Requires kno in the social sunemploymer and services of the commubenefit service Requires abil	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 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 OPTION CODE	2. POSI	TION NU	MBER				
Existing Position					13600	-44-60-	102-4	0-01			
New/Revised Position	Dan a comité d										
Employment S Field Office St			29	SS	13600	-44-60-	102-4	0-31			
3. AGENCY	450111001	4. BUREAU/ DIVISION	ı		5. EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position											
New/Revised Position	t of Coopleyment Coo	Service Delivery/ Fig.	Service Delivery/ Field Operations					R			
10 SECTION	t of Employment Secu	11. UNIT			0 12. TRAN	022 SACTION	13	EFFECTIV] /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 22 EXEMI		E CHANC	=		
Center - Sect				L	1						
14. WORK LOCA	TION	15. BARGAINING/TERM	CODE	Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE		
Existing Position						27 ADDIT 28 WORK			CHANGE		
New/Revised Position						21 ABOLI 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							
	Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.										
30%	to reception. Exchange re agency serv separation a	irects Employment Security p /intake, claims processing, be egistration process, vocationa ices, such as job developmen and nonseparation adjudication eed interpretive services.	enefit claims il counseling nt and job pl	and payme , job develo acements to	ent issue opment, o the bu	s resolu job refe siness c	itions, rral, c comm	IL Labo oordina unity an	or Ition of Id		
30%	Provides gu reassigns st approves tin abreast of c 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 ing needs; e rformance e and progran tive action; c	nsels staff i establishes valuations. n operation conducts pre	egardin annual g Conduc s. Discu e-discipl	g work p goals an ts meeti asses pr inary me	perform d objectings to oblem eeting	mance; ectives; o keep s n areas	staff 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	11-4	11/0	6/2020		
CMS-104 (Rev. 10/	/94) IL 401-0794 TANK	A-MEULE -	11					•			
PSUREN 1	() 39 194) IL 401-0795 Japas 2/10/20	NOV 16 2020	y								

16. (CONTINUE	D)		*							
% OF TIME		PLETE 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.	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%	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 sign	AND NUMBER OF IMM ning performance eval 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)						
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 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						
PERFORM ABILITIES CAN NO L	MANCE C AND LIC ONGER	OF THE WORK OF TH CENSURE OR CERTI BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires kno	wledge,	skill and mental dev	elopment 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	TLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSI	TION TITLE	2. POSITION NUMBER						
Existing Position													
New/Revised Position		 			+		136	50-44-22	2 300	22 31			
Employment		1		29	Ì.	SS		-44-22-3					
Program Rep 3. AGENCY	presentative	ل_	4. BUREAU/ DIVISION	<u> </u>	_l		5 EXMT	6. WORK	7. A/I	8.AUDIT	8. OFFICE		
Existing Position								COUNTY	AUTH	8.AUUT	11/16/22 - PN		
New/Revised Position	· · · · · · · · · · · · · · · · · · ·									1	A L		
	, nt of Employment Secu	ırity	Service Delivery/ Unemployment Insurance Programs					084	2	R			
10. SECTION		 -	11. UNIT	<u>s</u>			12. TRAN	SACTION	1 1	L 3. EFFECTIV	VE DATE		
Existing Position									+				
										05/01/	/2020		
New/Revised Position			Special Programs				150 MAO	21 ESTA	BLISH				
Claims			opeoidi i iogidiiio			Rutan	☐ MC0	22 EXEM	PT COL				
14. WORK LOCA	ATION	·	15. BARGAINING/TERM	/ CODE		Exempt	☐ MC0	26 CLAR	IFY				
Existing Position								27 ADDI1 28 WORI			L CHANGE 3E		
New/Revised Position	1							21 ABOLI 49 DOWI		PEALLOC	·ATION		
Springfield, II			RC062			N	☐ MC1	50 LATER	RALRE	ALLOCATIO	ON		
% OF TIME	16. COMPLETE CURR	ENT AND A	L. ACCURATE STATEMEN	NT OF P	OSITIO	ON ESS		58 UPW/ FUNCTI		ALLOCAII	<u> </u>		
	Under general super									ent Insu	rance		
	and Wagner-Peyser	he proc	essing	of claim	s for u	unemplo	yment						
	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 applicants, provides												
	loads and extracts cl												
	needs to relevant off												
	these duties for assign												
	Travels to fairs and v	vorksites. I	Utilizes Spanish lang	uage to	assist	clients	whore	quest o	need	d interpr	etive		
	services.												
25%	1. Assesses and a	ddresses o	lient Unemployment	Insuran	ce and	d Wagn	er-Pevs	er servi	ce ne	eds. Pro	ovides		
	services related	to the prod	client Unemployment Insurance and Wagn ocessing of claims for unemployment insura					rance benefits, including but not					
			ary and other federal or trade readjustment.										
			unemployment insurance claims monetary a								nd		
1			ory and work status; provides orientation and available job training and/or educational pro										
			n avallable job training and/or educational pro Phange system, determines relevant services										
	the registration p	rocess to	facilitate reemployme	ent; assi	sts in 1	the form	nation o	fwork s	earch	action	plan		
	and reviews for o	compliance	e; explains client right	ts and re	espon	sibilities	as the	y pertair	n to be	enefits	•		
			forms these duties fo										
			gned office. Utilizes S	Spanish	langu	age to	assist c	lients w	no rec	quest or	need		
	interpretive servi	ices.											
25%	2. Performs function	ns related	to receipt, review, en	try, ana	lysis a	and reso	olution o	of all typ	es of	routine,			
	complex and special claims on benefit entitlement programs a								nois D	epartm	ent of		
			S). Loads and extrac										
			nefit Information Sysuties for assigned wo										
	primary assigned		illes for assigned wo	ıksıle v	VILIIIII	ile sël	ice da	ivery are	a Ulli	ei man	lile		
	j za., accigned												
DIRECTOR OF C	I CMS SIGNATURE	IMMEDIA	ENHRALTYUSAPSEKANCES	URE I	AGENO	Y HEAD	SIGNAT	URE		D	ATE		
	1.00		ENHALINGWY SERVICES BUREAU OF PERSONNEL					- Chan-					
L	yanu male		JONE TO OF FERSONINGL			10-3	-sa	1/2020					

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SHANDECHNICAL SERVICES

16. (CONTINUE				
% OF TIME	16.		ACCURATE STATEMENT OF POSITION	
20%	3.			ed by the Illinois Department of Employment
		Security (IDES) and page	artner agencies. Assists or register	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
		clients with information	regarding training programs or se	elected 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
				e IL Labor Exchange System. As directed,
				service delivery area other than the primary
				panish language to assist clients who request or
		need interpretive servi	ces.	
10%		A dividicates manatany	and nanmanatan, hanafit alaim isa	vuos, providina oligibility dotorminations for
10%	4.	routing initial or contin	and nonmonetary benefit callin iss	sues, providing eligibility determinations for les, and explains case disposition; provides
				ations and accepts appeals. As directed, performs
				livery area other than the primary assigned office.
		these duties for assign	ica worksites within the saviec ac	ivery area other than the primary assigned office.
10%	5	Advises clients on wor	k attitudes, habits, relationships ar	nd attire as related to a specific job referral; refers
.070	•			ervice needs to relevant office or partner staff.
				loyability. Assists clients with registration and
				nance for all relevant IDES automated data files;
				uties for assigned worksites within the service
			n the primary assigned office.	•
		•	, , ,	
05%	6.	Establishes and maintr	ains activity reports to demonstrate	e work activity and detail time charging.
05%	7.		as required or assigned which are	reasonably within the scope of the duties
		enumerated above.		
				e for assigning and reviewing work, preparing,
			uations; effectively recommending and	d imposing disciplinary action and adjusting grievances
ior the inc	UITID	ent of this position.)		T
			13600-44-22-300-22-01	WORKING TITLE (IF ANY)
<u></u>			risor 13600-44-22-320-20-01	
18. CHECK TH	HE A	PPROPRIATE BOX IF THI	S POSITION IS A:	
☐ SUPE	21/10/	OR OR □ LEAD W	NORKER	
LJ SUPE	(VIS	OK LILEAD V	VORKER	
NOTE: S	uper	visory or lead worker res	ponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a
ti	me p	ercentage(s) allotted.	·	•
		necked above, list position	title, position number, and number of s	subordinate incumbents or authorized funded
headcour				
	Pos	sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	700	INOMEDICE OF THE	ADMITTED LICENCURE OF CERTIF	ICATION NECESSARY FOR THE SHOOTEST!
				ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND
				RDS, THE PHRASE "SAME AS SPECIFICATION"
		GER BE USED.		rice, rice in the example of the femiles

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



1. POSITION TIT	TLE	WOR	KING TITLE (IF A	ANY)	BILINGUAL CODE	POSITION TITL	2. POS	ITION NU	MBER		
Existing Position											
New/Revised Position Employment Program Rep	Security				29	SS		0-44-51- -44-51-			
3. AGENCY		-	4. BUREAU/ DIVISION					6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position								•			12/16/22 - PN
New/Revised Position	nt of Employment Secur	itv	Service Delivery/ Field Operations					016	Υ	R	
10. SECTION	it of Employment cood	·· <i>y</i>	11. UNIT	-			12. TRAN	ISACTION	1 1	3. EFFECTI	/E DATE
Existing Position			1				- CODE		İ	02/16	/2019
New/Revised Position							+		<u> </u>		
Chicago Regi	ion/ Lawrence Local Of	fice	Service Uni	t I				21 ESTAE 22 EXEM		DE CHANG	Ε
14. WORK LOCA	ATION		15. BARGAINI	NG/TERM	CODE	Rutan Exemp		24 POSIT		IMBER CH	ANGE
Existing Position								27 ADDIT			L CHANGE Se
New/Revised Position	1							21 ABOLI	SH		
2444 West La	awrence			RC062		N	☐ MC1	50 LATER	RAL REA	ALLOCATION	ON
Chicago, IL										- LLOOATI	
% OF TIME	16. COMPLETE CURRI									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										
25%	2. Performs function complex and specific Employment Section 1 imited to the directed, performs primary assigned	cial claims urity (IDES Illinois Ber s these du office.	on benefit et 6). Loads and nefit Informat ties for assig	ntitlemen d extract ion Syste ned work	t prograi s claims em (IBIS) ssites wit	ms admin data usin), Illinois J	istered by g automa ob Link (the Illir ted syst IJL) and	nois D ems i Gen	epartmoncludino rax. As	ent of g but
	CMS SIGNATURE		SUPERVISOR	SIGNATU		GENCY HEA					ATE
- //	(1 27		, 7 0 5013	1.1		them b.	3 50	m		03/2	22/2019
17 15-104 (Rev. 10/5 1944 May	11 27 94) 12401-0794 Yu 4-25-19	BY:		<u> 1:1</u>	<u> </u>	75-12-11-1	<u> </u>			1	

16. (CONTINUE					·					
% OF TIME			ACCURATE STATEMENT OF POSITION							
% OF TIME 20%	3 .	Assists clients with various Security (IDES) and part Exchange system. Assemployers and hiring fait Exchange system for an employers; trains clients clients with information up on training programs referrals and need for an opportunities; assists with applicants and employe	ous programs and services offered tner agencies. Assists or registers esses, researches and selects clie irs for job interviews; selects suital oplicants requiring services availab to use and interpret self-assessman regarding training programs or sel	by the III job seek int skills; r ole job op ole throughent vocal ected jobs esting serv ords place execution IL Labor I	inois Department of Employment ers and employers using the IL Labor refers clients to training programs or enings as listed in the IL Labor h computer programs and contacts tional exploration tools; provides and job interview procedures; follows vice from IDES to determine status of ements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed,					
			to fairs and worksites. Utilizes Sp		guage to assist clients who request or					
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.	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 maintai	ns activity reports to demonstrate	work activ	vity and detail time charging.					
05%	7.	Performs other duties as enumerated above.	s required or assigned which are r	easonabl	y within the scope of the duties					
conducting	g and		EDIATE SUPERVISOR (Responsible ations; effectively recommending and		ng and reviewing work, preparing, disciplinary action and adjusting grievances					
				WORKIN	G TITLE (IF ANY)					
Employment	Sec	urity Field Office Supervis	sor 13600-44-51-101-20-01							
18. CHECK TH	IE A	PPROPRIATE BOX IF THIS	S POSITION IS A:							
SUPE	RVIS	OR OR LEADW	ORKER							
NOTE: S	upei	visory or lead worker resp	oonsibilities <u>must</u> be described in a	detailed o	duty statement(s) with a					
		percentage(s) allotted.	Ma manifian mumban and asserting of a	والمحطاب والمحطان	incumbants or sutherimed for ded					
If a box w headcoun	ıt:	•	tle, position number, and number of s	upordinate						
11/0	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies					
N/A 19 SPECIALI	IZED	KNOWLEDGES SKILLS	ARII ITIES LICENSURE OR CERTIFI	CATION N	ECESSARY FOR THE SUCCESSFUL					
PERFORI ABILITIES CAN NO I	MAN S AN LON	CE OF THE WORK OF THI ID LICENSURE OR CERTIF GER BE USED.	S POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDA	ARE NOV RDS, THE	V SEVERAL OPTIONS OF SKILLS AND PHRASE "SAME AS SPECIFICATION"					
			velopment equivalent to four years							
social/behavi					operience as a department intermittent					

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



1. POSITION TI	TLE	WORI	KING TITLE (IF ANY) BILIN	GUAL PO	OSITION TITLE	2. POS	ITION NU	MBER		
Existing Position		[
New/Revised Position Employment Program Rep	Security			2	2	РО	1365 1365	<mark>0-44-41</mark>) -44-5 1-	-101- 101-3	20-41 1-41	
3. AGENCY			4. BUREAU/ DIVIS	ION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											12/16/22 - PNO
New/Revised Position IL Department 10. SECTION	nt of Employment Secur	ity	Service Deliver	y/ Field C	peratio	ns	0 12. TRAN	016	Y 13	R 3. EFFECTIV	VE DATE
Existing Position			I				CODE		1		
										02/16	/2019
New/Revised Position Chicago Reg	ion/ Lawrence Local Off	fice	Service Unit II				∐ мсо	21 ESTAB 22 EXEM	PT COD		
14. WORK LOC	ATION		15. BARGAINING/	TERM COD	E	Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE
Existing Position							☐ MC0	28 WORK	COUNT		L CHANGE SE
New/Revised Position 2444 West La			l RO	062		N	MC1	21 ABOLI 49 DOWN 50 LATER	WARD AL REA	LLOCATIO	NC
Chicago, IL								58 UPWA		ALLOCATIO	JN
% OF TIME	16. COMPLETE CURRI Under general superv										
25%	conducts benefit right nonseparation benefit applicants, provides r loads and extracts claneeds to relevant offic these duties for assig Travels to fairs and w services. 1. Assesses and adservices related to limited to interstate with clients to det discern employment provides informat use of the IL Labor the registration programs. As directly other than the print interpretive services.	t claim iss eferrals, paims data ce or partrage med works orksites. Under the process to fee the process to fee the process to fee the process to fee the process to fee the process to fee the process to fee the process to fee the perfect of perfect perfe	ues. Using the liblacement and for using automated the staff; establistics within the second of the staff; establistics Polish land the second of the staff of th	L Labor E Illow-up so I systems hes and r ervice del nguage to ent Insura for unem al or trade urance cla s; provide g and/or e mines rel yment; as rights and es for assi es Polish	ervices refers raintair ivery ar assist ance ar ployme readju aims mo s orient educatio evant s ssists in I respon gned w langua	le system on availa clients was activity ea other clients was at was at waste and Wagner at ion and progervices for the form as ibilities or sibilities age to as	n, selectable job with comey reports than the ho required er-Peys nce ber Conduct and none diclarified grams; por the a mation of as they within the sist clie	ts suitable orders of plex issis. As directly est or new fer services eligibitation of the services of the ser	le job or train ues an ected y assi eed in ce need cludin it righ y eligi inforr and ce earch to be ce del reque	opening production of the content of	ograms; ervice ms ffice. ive ovides ot views and on the s in plan
25%	2. Performs function complex and spec Employment Section not limited to the directed, performs primary assigned	cial claims urity (IDES Illinois Ber s these du office.	s on benefit entitles). Loads and experit Information uties for assigned	ement pro ktracts cla System (I worksite	ograms ilms da IBIS), II s within	administ ta using a linois Jot the serv	tered by automa Link (I rice deli	the Illin ted syste JL) and very are	ois Do ems ir GenT	epartmencluding ax. As er than	ent of g but the
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<u> </u>	27	-\` M	IAR 28 2019	1 :		by by	- SIA	m	-	03/2	22/2019
15-104 (Rev. 10)	94) 16401-0794 Yes 425-19	BY:		<u>じ</u> ー							

16. (CONTINUE	(D)										
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	SSENTIAL FUNCTIONS (Continued)								
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts										
	employers; trains client clients with information up on training programs referrals and need for a opportunities; assists w applicants and employed performs these duties for assigned office. Travels	employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or									
	need interpretive services.										
10%											
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.										
05%	6. Establishes and mainta	ains activity reports to demonstrate v	vork activity and detail time charging.								
05%	7. Performs other duties a enumerated above.	as required or assigned which are re	asonably within the scope of the duties								
conductin	N TITLE AND NUMBER OF IMN	MEDIATE SUPERVISOR (Responsible functions; effectively recommending and i	or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances								
		13600-44-51-101-20-01	WORKING TITLE (IF ANY)								
Employment	: Security Field Office Superv										
	HE APPROPRIATE BOX IF THI										
SUPE		VORKER									
	Supervisory or lead worker res ime percentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a								
		title, position number, and number of su	bordinate incumbents or authorized funded								
headcour											
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
19. SPECIAL PERFOR	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/behav	rioral sciences or business; o r and a minimum of two year	r requires two years (3,000 work how s college credits completed with pas	college with academic background in urs) of experience as a department intermittent sing grades in social/behavioral sciences or member; or qualifying state employees, in the								
			proficiency tests and training programs leading								
to a certificat	te of proficiency. Requires w	orking knowledge of those provision	ns of the Unemployment Insurance (UI) Act								

social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the 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 CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
New/Revised Position										
Employment Program Rep				29	SS	13650-44-51-1 13650-44-51-1		02-10	02-10-31-	
3. AGENCY Existing Position			4. BUREAU/ DIVISION	4. BUREAU/ DIVISION			6. WORK COUNTY	7. A/I AUTH	6.AUDIT	9. OFFICE USE 12/16/22 - P
New/Revised Position	nt of Employment Secu	rity.	Service Delivery/	Field Oper	rations	0	016	2	R	N
10. SECTION	it of Employment Secul	щ	11. UNIT			12 TRAI	SACTION	Į.	3. EFFECTI	1 '
Existing Position									05/16	/2020
New/Revised Position Chicago Regi	on/71st Street Local O	ffice					021 ESTAN		DE CHANG	· E
4. WORK LOCA			15. BARGAINING/TER	RMCODE	Rutan Exempt		024 POSIT	TIONNU		
Existing Position						☐ MC	027 ADDE 028 WORI 021 ABOL	K COUN		
lew/Revised Position Daley College 7500 S. Pulas	e ski; Chicago, IL		RC06:	2	N	MC	149 DOWI 150 LATER 158 UPW	NWARD RAL RE	ALLOCATI	ON
% OF TIME	16. COMPLETE CURRE	ENT AND A	ACCURATE STATEME	NT OF PO	SITION ES	SENTIAL	FUNCTI	ONS		
25% 25%	Provides sen including but benefit rights eligibility and training and/o system, deter facilitate self-compliance; o assist clients 2. Performs fun	acement a ets data us office or la s for assig es Spanis d address vices relati not limite interview discem e or educati mines rel service; a explains ri who requi	and follow-up services ing automated data partner staff; establisgned worksites withings hanguage to assist ses client Unemployed to the processing of the clients to determine the determinant programs; provide and programs; provide and responsibilities or need interpresated to receipt, revies atted to receipt, revies and data.	es on avail systems; shes and in the servi- ticlients with ment Insur- g of claims by and othermine une and work sides informate and work sides informate and work sides informate and work sides informate the application of work lities on bottive service w, entry, a	able job on refers clier maintains a ce delivery ho request ance and was for unempter federal cemploymentatus; provenation on the search ace enefits proges.	ders or to the swith of area, of or need Vagner-loyment or trade of tinsurar ides infone use of these in the tion plant grams. U	raining promplex eports. A her than interpresent insurante clain or mation of the IL I he regist and revision of all ion	orogra issue is dire the petive s service ce be ment. ns mo on av Labor tratior views panis	ams; es and sected, primary services. e needs enefits, conductor callable jector ervice cts job nge ss to age to tine,	
	of Employme incentive pro	nt Securit grams. Lo	laims on benefit entity (IDES); processes bads and extracts claenefit Information Sy MAY 1 9 2020	s client vou aims data	uchers or elusing autor	igibility f nated sy	orms for stems in	r targe ncludi	et funde ng but n	d or tax
DIRECTOR OF C	MSSIGNATURE	IMMEDIĄTĮ	E SUPERVISOR SIGNA		GENCY HEAD	22C1	has	- <u> </u>	1	ATE
MS-104 (Rev. 10	30	<u> </u>		<u> </u>	<i>[o.</i>	1- De	an		05/1	7/2020
ent 5 bobs	. MediTown 57d	\ <u>-</u>		7						
	578	7/2								

16. (CONTINUE					
% OF TIME	16. COM	IPLETE CURRENT AND	DACCURATE STATEMENT OF POSITION	ESSENT	IAL FUNCTIONS (Continued)
20%	3.	Security (IDES) ar Labor Exchange s refers clients to en IL Labor Exchange contacts employer job interview proce determine status of directed, solicits jo 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 parches a prviews; pervices a pregardin employ referrals 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 invice of the IL Labor Exchange System.
10%	4.	continued claims;	benefit claim issues, providing elig investigates, researches, and expla onducts reconsidered determination	ains cas	e disposition; provides written
10%	5.	relationships and a specialized service client employability		erral; ref Conduct nd claim	fers clients with more complex or ts employment workshops to enhance 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 uations; effectively recommending and		gning and reviewing work, preparing, 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 THE	S POSITION IS A:		
☐ SUPER	NISOR	OR 🗆 LEAD W	VORKER		
			ponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
tii If a box wa headcoun	as checke	entage(s) allotted. 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	ARE NO	NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"

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

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 TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	SITIC	N NC	IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	ogram Representative	29			SS	13650	0-44	-51-	102-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΝT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION IL Department of Employment Security		Service Delivery/ Field Operations			0	016	2	F	₹	12/16/22 - Update subords. PNC
10. SECTION		11. UNIT				12. TRANS.	ACTION	I	13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 E	ESTABL	ISH	(01/16/2023
						☐ MA022 E	EXEMPT	COE	E CI	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIO	N NL	JMBE	R CHANGE
Chicago Region/ 71 st Stree Local Office	t	Service Unit II				⊠ MC026	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM		RUT/ EXEN		☐ MC027 A CHANGE				
EXISTING POSITION						☐ MC028 \			TY C	CHANGE
LAISTING FOSITION						☐ MD021 A		-		
NEW/REVISED POSITION										LLOCATION
		RC062		,	N	☐ MC150 LATERAL REALLOCATION			CATION	
1515 East 71 st Street Chicago, IL		KU02		I	N	☐ MC158 U	JPWARI	D RE	ALLC	CATION

Position # Page 1 of 5

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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
	 Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program
	 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%	 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
20%	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

Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 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%	 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%	 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 Illinois Department of Employment Security (IDES) automated data files Extracts and utilizes data
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)
5	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-51-102-20-01 13600-44-51-102-10-01 THE APPROPRIATE BOX IF THIS POSITION IS A:
☐ Supervise	or Lead Worker

Position # Page 3 of 5

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

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

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

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

Minimum Qualifications

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

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

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

Qualifying state employees in the employee Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of specific proficiency tests and training programs.

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

20. CONDITIONS OF EMPLOYMENT

- 1. Requires the ability to travel, including overnight stays
- 2. Requires an Illinois State Police background check and self-disclosure of any criminal history
- 21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

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

Position # Page 4 of 5

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 01/20/2023		Knistin Richard by John	01/12/2023

Position # Page 5 of 5

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	SITIC	N N	IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	ogram Representative	03			CH	1365	0-44-	-51-	107-10-21
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΙΤ	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION IL Department of Employment Security		Service Delivery/ Field Operations			0	016	2	R	2	
10. SECTION		11. UNIT				12. TRANS.	ACTION	I	13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 E	STABL	ISH		01/16/2023
						☐ MA022 E	EXEMPT	COD	E CI	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NU	IMBE	ER CHANGE
Chicago Region/ Pilsen Local Office		Service Unit I				⊠ MC026	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM		RUT/ EXEN		☐ MC027 A				
EXISTING POSITION						☐ MC028 \			TY C	CHANGE
LAISTING FOSITION						☐ MD021 A		=		
NEW/REVISED POSITION										LLOCATION
		DOOCO				☐ MC150 LATERAL REALLOCATION				
1700 West 18th Street Chicago, IL		RC062		[N	☐ MC158 U	JPWAR	D REA	ALLC	CATION

Position # Page 1 of 5

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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
	 Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
	Utilizes Chinese language to assist clients who request or need interpretive services
25%	 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
20%	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.
	 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

Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF PO	OSITION ESSENTIAL FUNCTIONS
	 Assists with the planning, recruitment, and execution Coaches both applicants and employers in the use of System As directed, performs these duties for assigned work other than the primary assigned office Travels to fairs and worksites 	f self-service of the IL Labor Exchange
	Utilizes Chinese language to assist clients who require	est or need interpretive services
10%	4. Adjudicates monetary and nonmonetary benefit claim iss for routine, initial or continued claims	sues, providing eligibility determinations
	Investigates, researches, and explains case disposit	ion
	Provides written determinationsConducts reconsidered determinations and accepts	anneals
	As directed, performs these duties for assigned work other than the primary assigned office	• •
10%	Advises clients on work attitudes, habits, relationships a referral	nd attire as related to a specific job
	Refers clients with more complex or specialized issu office or partner staff	
	Conducts employment workshops to enhance clientAssists clients with registration and claims	employability
	 Processes data from file construction and maintenant Employment Security (IDES) automated data files Extracts and utilizes data 	ce for all relevant Illinois Department of
	As directed, performs these duties for assigned work other than the primary assigned office	sites within the service delivery area
05%	6. Establishes and maintains activity reports to demonstrat	e work activity and detail time charging
05%	 Performs other duties as required or assigned which are duties enumerated above 	reasonably within the scope of the
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible binducting and signing performance evaluations; effectively recomme evances for the incumbent of this position.)	
-	10 " F" 110" 0 1 10000 11 T1 10T 10 1	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-51-107-10-31	
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervise	or Lead Worker	

Position # Page 3 of 5

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

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

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

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

Minimum Qualifications

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

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

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

Qualifying state employees in the employee Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of specific proficiency tests and training programs.

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

Position # Page 4 of 5

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 01/20/2023		Knistin Richard by John	01/12/2023

Position # Page 5 of 5



POSITION DESCRIPTION

10. SECTION Existing Position New/Revised Position Chicago Region/ 14. WORK LOCATION Existing Position New/Revised Position 1700 West 18th Chicago, IL WOFTIME 1 1 1 1 1 1 1 1 1 1 1 1 1	f Employment Securit / Pilsen Local Office	ENT AND A		M CODE	SS Rutan Exempt	13650 5. EXMT CODE 0 12. TRAN CODE MC0 MC0 MC0 MC0 MC0 MC0 MC0 MC0 MC0 MC	28 WORK 21 ABOLI 49 DOWN	T. AIT T. AIT Y SLISH PT CODION NU FY IONAL IS COUNTSH	R 3. EFFECTIVE 02/16/ DE CHANGIMBER CHAIL IDENTICAL	/2019 E ANGE L CHANGE GE ATION
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a ir c n a	and Wagner-Peyser so nsurance benefits, inc conducts benefit rights	ervice ne	an accianad area a							
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16. (CONTINUE	D)			
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
	3.	Assists clients with vari Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists w applicants and employe performs these duties if	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availables to use and interpret self-assessman regarding training programs or select or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and ears in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp	I by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or one job openings as listed in the IL Labor one through computer programs and contacts the intervent vocational exploration tools; provides extend jobs and job interview procedures; follows esting service from IDES to determine status of order placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary anish language to assist clients who request or
10%	4.	Adjudicates monetary a routine, initial or contin written determinations;	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 Conducts employment claims; processes data extracts and utilizes da	olex or specialized issues and/or se workshops to enhance client emplor from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%		enumerated above.		easonably within the scope of the duties
conducting	g and			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			The second secon	WORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	risor 13600-44-51-107-20-31	
		PPROPRIATE BOX IF TH		
☐ SUPE	RVIS	SOR OR LEAD V	VORKER	
		rvisory or lead worker res percentage(s) allotted.	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	as cl		title, position number, and number of s	ubordinate incumbents or authorized funded
	Po	sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
PERFORI ABILITIES	MAN S AN	CE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno	wle		evelopment equivalent to four years	s college with academic background in

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

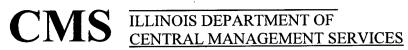


POSITION DESCRIPTION

		WORKING TITLE (IF AN	7) 5.	SILINGUAL CODE	POSITION TIT	2. POS	ITION NO	MBEK		
New/Revised Position	1			}						
Employment Program Rep	•						13650-44-51-107-20-01 13650-44-51-107-31-01			
3. AGENCY Existing Position		4. BUREAU/ DIV	ISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
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New/Revised Position II Departmen	nt of Employment Secu	rity Service Deliv	ery/ Field	Opera	ations	0	016	Υ	R	
10. SECTION		11. UNIT				12. TRAN	SACTION	1:	3. EFFECTIN	E DATE
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Chicago Reg	ion/ Pilsen Local Office	Service Unit I			15.	🗖 мсо	21 ESTAE	PT COD		
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New/Revised Position	·	<u> </u>					21 ABOLI 49 DOWN		REALLOC	ATION
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25%	applicants, provides programs; loads and and/or service needs directed, performs the primary assigned off 1. Assesses and as services related limited to interstate with clients to dediscern employment provides information use of the IL Laborate registration pand reviews for oppograms. As directly other than the process of the programs of the programs of the programs of the programs. As directly other than the process of the program of the programs of the programs of the program of the program of the programs of the programs of the program of the program of the programs of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the progra	referrals, placement and frextracts claims data using to relevant office or partrese duties for assigned with the processing of claims at the military and other federal termine unemployment in the processing of claims at the military and work state the military and work state to on available job train or Exchange system, deterocess to facilitate reemploment in the process to facilitate reemplompliance; explains client ected, performs these duties in a related to receipt, reviewed a claims on benefit enter the curity (IDES). Loads and Illinois Benefit Informations these duties for assigned size the second claims on the second contractions.	ollow-up g automa er staff; e orksites vorksites. ment Insus for uner eral or transurance of us; providing and/orermines reloyment; et rights are ies for as ew, entry, tlement pextracts on System	urance employrade rea claims des orieduc relevan assists and res ssigned, analys prograr claims n (IBIS)	stems; reshes and the service and Wagment insudjustmer monetar entation a ational profit services in the foponsibilitied worksite as and rems admir data usin pullinois.	fers client maintains e delivery mer-Peys rance ber t. Conduct and non nd clarifie ograms; p s for the a rmation of es as the es within the solution of g automa ob Link (I	orders of the with control of all type of the lilling ted systems.	omple report her the ce need cluding fit rightly fact information and ce deleges of the ce deleges of	ex issue rts. As an the eds. Programments interribility and ctors; mation of coaches action enefits livery ar routine, epartmencluding fax. As	ovides ot views on the s in plan rea
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10%	routine, initial or contin written determinations;	ued claims; investigates, researches ; conducts reconsidered determination	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.					
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05%	6. Establishes and mainta	ains activity reports to demonstrate v	vork activity and detail time charging.					
05%	enumerated above.		asonably within the scope of the duties					
conducting			or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances					
• .		13600-44-51-107-20-31	WORKING TITLE (IF ANY)					
Employment	Security Field Office Superv	risor 1 3600-44-51-107-30-31						
18. CHECK TH	HE APPROPRIATE BOX IF TH	IS POSITION IS A:						
SUPER	RVISOR OR LEAD V	VORKER						
	NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a							
If a box w	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								
								
PERFORM ABILITIES	MANCE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE A	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND DS, THE PHRASE "SAME AS SPECIFICATION"					
Requires kno	wledge, skills and mental de	evelopment 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.



POSITION DESCRIPTION

New/Revised Position Service Unit Service Uni	1. POSITION TITI	LE	WORK	ING TITLE (IF ANY)	BILINGU	AL POS	ITION TITLE TON CODE	2. POSITION NUMBER				
Employment Security Program Representative 4. BUREAU/ DIVISION 5. POWN SCHOOL ALL SATION 21-31 10. SECTION 10. MADDI SECTION 10. MADDI SECTION 10. MADDI SECTION 10. MADDI SECTION 10. MADDI SECTION 10. MADDI SECTION 10. MADDI SECTION 10. MADDI SECTION 10. SECTION 10	Existing Position											
3. AGENCY 4. BUREAU/DIVISION 5. EVALUATE TO THE PROBLEM POWER 11. Department of Employment Security Service Delivery/ Field Operations 0 0 016 Y R 10. SECTION 11. UNIT 0. SECTION 11. UNIT 0. SECTION 12. TRANSACTION 13. BARGAINING/TERM CODE 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. MACCOS WARD 16. MACCOS	Employment S				29		SS	13650	-44-53-	101-2	1-31	
Department of Employment Security Service Delivery/ Field Operations 0 016 y R 10 SECTION 11. UNIT 12. EFFECTIVE DATE 12. TRANSACTION 12. EFFECTIVE DATE 10. SECTION 11. UNIT 12. TRANSACTION 12. EFFECTIVE DATE 13. TRANSACTION 12. EFFECTIVE DATE 13. TRANSACTION 12. EFFECTIVE DATE 13. TRANSACTION 13. EFFECTIVE DATE 14. WORK LOCATION 15. BARGAINING/TERM CODE Rain 14. WORK LOCATION 15. BARGAINING/TERM CODE Rain 14. WORK LOCATION 15. BARGAINING/TERM CODE Rain 14. WORK LOCATION 15. BARGAINING/TERM CODE 14. WORK LOCATION 14. SECTION ON LOCATION 14. SECTION 14. SECTION ON LOCATION 14. SECTION ON LOCATION 14. SECTION 14. SECTION ON LOCATION 14. SECTION 14. SECTION ON LOCATION 14. SECTION ON LOCA	3. AGENCY	Coentative	<u> </u>	4. BUREAU/ DIVIS	ION			5. EXMT CODE	6. WORK COUNTY		8.AUDIT	9. OFFICE USE
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IL Department of Employment Security 11. UNIT 13. SECTION 13. PETECTRE DATE 15. SECTION 15. SECTION 15. SECTION 15. PETECTRE DATE 14. WORK LOCATION 15. BARGAININGTERM CODE 15. BA	New/Revised Position			Service Deliver	v/ Field Or	eration	ns	0	016	Y	R	
Metro South Region/ Harvey Local Office Service Unit I	IL Department of Employment Security				y/ 1 1010 Op	Ciatioi		12. TRAN		1		E DATE
Metro South Region/ Harvey Local Office Service Unit I						·		CODE		_		
Metro South Region/ Harvey Local Office Service Unit											02/16/	2019
15. BARGAININGTERM CODE Exempt Statistical Position Statisti	New/Revised Position Metro South R	Region/ Harvey Local (Office	Service Unit I				∐ MC0	22 EXEM	PT COD		
Mode Mode	14. WORK LOCA	TION		15. BARGAINING/	TERM CODE			⊠ MC0	26 CLARI	FY		
RC062 N Mc149 DOWNWARD REALLOCATION Harvey, IL RC062 N Mc169 DATE DA	Existing Position											
Harvey, IL RC062 N MC150 LATERAL REALLOCATION	Now/Povised Besition						ļ		21 ABOLI	SH		
Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and are evices for the applicant and coaches in the registration proroces to facilitate reemployment, assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs.				RC	062		N	MC1	50 LATER	RAL REA	LLOCATIO	ON
Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment, assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assig	% OF TIME	16. COMPLETE CURF	RENT AND A	CCURATE STAT	EMENT OF	POSITI	ON ESS	ENTIAL	FUNCTI	ONS		
discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services. 2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE JUNE JUNE JUNE JUNE JUNE JUNE JUNE JUNE	25%	nonseparation benef applicants, provides loads and extracts of needs to relevant off these duties for assignavels to fairs and viservices. 1. Assesses and as services related limited to intersta	it claim issi referrals, p laims data i ice or partr gned works worksites. U ddresses cl to the proc ate, military	ues. Using the li lacement and for using automated her staff; establishites within the se Jtilizes Spanish I ient Unemploymessing of claims and other feder	L Labor Ex llow-up ser systems; hes and m ervice deliv anguage to tent Insura for unemp al or trade	changervices of refers of aintain rery are a assis assis assis assis assis are an alloymer readjustic and a second a second and cond and e systen on availa clients w s activity ea other t clients d Wagn nt insura stment.	n, selectable job vith coming reported than the who reduced er-Peysonce bear Conductor	ts suitale orders of the primale of	ole job or trai ues a rected ry ass need ce ne celudir fit righ	o opening production of the control	ograms; ervice ms ffice. etive ovides ot views	
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 Thurman Cham 03/22/2019		discern employn provides informa use of the IL Lab the registration p and reviews for programs. As dir	nent history ation on ava por Exchan process to f compliance rected, perf rimary assig	and work status allable job trainin ge system, deter acilitate reemplo c; explains client forms these dution	s; provides g and/or e mines rele syment; ass rights and es for assig	orientaducation vant sessists in responded we	ation and progervices for the form as in the form as in the form as in the sources or the form as in the sources are the sourc	d clarified grams; for the a class as the within t	es eligib provides applican of work s y pertair he servi	ility fa information tand search to be ce de	ctors; mation occaches action enefits livery a	on the s in plan rea
thomas Chan 03/22/2019	25%	complex and spe	ecial claims	on benefit entitle). Loads and e	ement pro xtracts clai	grams ms dat 3IS), III	adminis a using inois Jo	tered by automa b Link (y the Illin Ited syst IJL) and	nois D tems i I Gen	epartm ncluding	ent of g but
15-104 (Rev. 10/94) 11 401-0794 03/22/2019		not limited to the directed, perform	e Illinois Be ns these du	nefit Information ities for assigned	d worksites	within	the ser	vice dei	ivery are	ea oth	er than	the
MS-104 (Rev. 10/94) IL 401-0794	DIRECTOR OF (not limited to the directed, perform primary assigne	e Illinois Be ns these du d office.	ities for assigned	d worksites	AGEN	CY HEAL	O SIGNAT	URE		er than	the
transfer to the engage of time that a least a	y	not limited to the directed, perform primary assigned	e Illinois Be ns these du d office.	ities for assigned	d worksites	AGEN	CY HEAL	O SIGNAT	URE		er than	DATE

16. (CONTINUE	D)		
% OF TIME		ACCURATE STATEMENT OF POSITION E	
% OF TIME 20%	3. Assists clients with 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 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 ethrough computer programs and contacts ent vocational exploration tools; provides cted jobs and job interview procedures; follows atting service from IDES to determine status of trds 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 conducts reconsidered determination	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 comp Conducts employment claims; processes data 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, mposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
		isor 13600-44-53-101-20-01	
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:	
☐ SUPE	RVISOR OR LEAD V	VORKER	
		ponsibilities <u>must</u> be described in a d	detailed duty statement(s) with a
	me percentage(s) allotted.	title manitime mumber and mumber of au	hardinata ingumbanta ar authorizad fundad
headcoun	t:	•	bordinate incumbents or authorized funded
NI/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A 19. SPECIAL	ZED KNOWLEDGES SKILLS	ABILITIES, LICENSURF OR CERTIFIC	ATION NECESSARY FOR THE SUCCESSFUL
PERFORI ABILITIES CAN NO I	MANCE OF THE WORK OF THE SAND LICENSURE OR CERTILLONGER BE USED.	IS POSITION. NOTE: SINCE THERE A	ARE NOW SEVERAL OPTIONS OF SKILLS AND DS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno	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 do di dopuninioni intornittorit

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



CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITL	E	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSI	TION TITLE	TITLE 2. POSITION NUMBER				
Existing Position	- M V		·	CODE	1 000	OH CODE	13650-44-53-220-42-31				
New/Revised Position Employment S				29		SS	13650-44-53-104-10-31				
Program Representative 3. AGENCY			4. BUREAU/ DIVISION	-L			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position				-							
New/Revised Position		•	Service Delivery/ Fi	ield Oper	ation	s	0	016	Υ	R	
10. SECTION	of Employment Secur	ity	11. UNIT				12. TRAN			. EFFECTIV	E DATE
Existing Position							CODE		_	07/40/	2040
Metro South R	egion		Employment Service	es ———						07/16/	2018
New/Revised Position Metro South R	egion/ Burbank Local	Office						21 ESTAB 22 EXEM		E CHANGE	
			15. BARGAINING/TERM	4 CODE		Rutan Exempt	⊠ MC0	24 POSIT 26 CLARII	IUN NUI		
14. WORK LOCAT	ION		15. BARGAINING/TERM	VI CODE			☐ MC0	27 ADDIT 28 WORK	IONAL II		
							☐ MD0	21 ABOLI	SH		
New/Revised Position			RC062	! :		N	☐ MC1	49 DOWN 50 LATER	AL REA	LLOCATIO	ON
Maywood, IL % OF TIME	16. COMPLETE CURRI	ENT AND A	t		OSITIO	ON FSS		58 UPWA FUNCTI		LLOCATIO	N.
% OF TIME	Under general superv	ision, for	an assigned area, as	sesses a	and a	ddresse	s client	Unemp	ioyme	nt Insu	rance
	and Wagner-Peyser s	service ne	eds. Provides service	es related	d to th	ne proce	essing (of claims	s for u	nemplo	yment
	insurance benefits, in	cluding bu	it not limited to inters	tate, mili	tary,	other fe	deral o	re: adiu	eadjus dicate	stment; se minor	
	conducts benefit right benefit claim issues.	Through t	s; provides orientation	n and dia or Excha	nae s	vstem.	matche	s candi	dates	to iob	
	openings, provides re	ferrals, pl	acement and follow-૫	up servic	es or	ı availat	ole job d	orders o	r train	ing prog	grams;
	processes and extract	ts data us	ing automated data s	systems;	refer	s clients	s with c	omplex	issues	s and se	ervice
	needs to the appropri	ate office	or partner staff; estal	blishes a	nd m	aintains	activity	/ reports	i. As r	needed,	
	performs these duties assigned office. Provi	s for assig	ned worksites within pretive services for Si	tne servi nanish sr	ice de Seakii	elivery a na clien	rea, ou ts	ier than	trie pi	шагу	
	•										
25%	 Using the Sp 	anish lang	guage when necessa	ry, interv	iews	clients t	o deter	mine un	emplo	yment	
	insurance cla	ims mone	etary eligibility and dis	scern em	ployn	nent his	tory an	d work s	itatus;	provide on the	3S
	information o	n availabl	e job training and/or ge system, determine	educatio es annro	nai pi oriate	ograms service	s; provice for the	es mior applica	mano int an	d coach	es in
	the registration	on process	s to facilitate self-serv	vice: ass	ists ir	the for	mation	of work	searc	h actior	ı plan
	and reviews	for compli	ance; explains rights	and resp	onsil	bilities o	n bene	fits prog	rams.		
				م برمامید م	nd or	social of	aime ar	henefit	entitle	oment	
25%	2. Takes and pr	ocesses a ministerec	all types of routine, co I by IDES; process cl	lient vou	chers	or eliqil	bility for	ms for t	arget	funded	or tax
	incentive pro	grams. Lo	pads and extracts da	ta from a	utom	ated sy	stems.		J		,
		•••				4 P. 1D.	EC and	nartnar	aaan	sioe usi	na the
20%	3. Assists client	s with var	ious programs and sen n necessary. Assists	ervices o	mere ters i	ob seek	ers and	partitei Lemplov	ers u	sina the	IIG tile
	Labor Excha	nae syste	m. Assesses client s	kills, res	earch	es and	modifie	s the sk	ills to	match t	:he
	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	rough
	computer pro	ograms an	d contacts employers procedures; follows u	s; provid:	es cli	ents Wit re for Al	n intorri molovei	ialion re	stina s	ng selet 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:	as directe	d, solicits job opportu	unities; a	ssists	s with th	e plann	ing, rec	ruitme	ent, and	
	execution of	hiring fairs	s. Coaches both app	olicants a	nd er	nployer	s in the	use of s	self-se	ervice of	the IL
	Labor Excha	nge Syste	em. Travels to fairs a	ına works	sites.						
DIRECTOR OF C	MS SIGNATURE	IMMEDIAT	TE SUPERVISOR SIGNAT	TURE	AGEN	CY HEAD		. 4			DATE
1.1.	MISE		AUG 0.8 som		<	二次	D D	May	l-	07/3	31/2018

				<u> </u>
16. (CONTINUE) % OF TIME	0) 16.00M	PLETE CLIRRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	- "	Adjudicates minor l	benefit claim issues, providing eligi nvestigates, researches, and expla	bility determinations for routine, initial or lins case disposition; provides written s and accepts appeal when appropriate.
10%	5.	relationships and a service to fellow off Assists clients with	ttire as related to a specific job refe fice staff. Conducts employment we 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 ning performance eval of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances
		······································		WORKING TITLE (IF ANY)
PSA, Opt. 1	37015	-44-53-104-00-01		Local Office Manager
18. CHECK TH	IE APPR	OPRIATE BOX IF THE	IS POSITION IS A:	
☐ SUPE	RVISOR	OR ☐ LEAD V	VORKER	
ti	me perce as check	entage(s) allotted.	sponsibilities must be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded
	Position	n Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
				•
PERFORI ABILITIES	MANCE (S AND LI	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno social/behavi staff member business; or provisions of service need	owledge, foral scie and a r four yea the UI A s. Requ	, skills and mental de ences or business; o minimum of two year ers (6,000 work hours act impacting on area wires the ability to effo	r requires two years (3,000 work he s college credits completed with pa s) as a department intermittent staf as of responsibility; job knowledge 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 TITLE	wo	RKING TITLE (IF ANY)	BILINGU CODE			ION TITLE ON CODE	2. PO	2. POSITION NUMBER		
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	gram Representative	29			SS	1365	0-44	-53-	104-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΝT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Comice Delivery/Field								
IL Department of Employme	ent	Service Delivery/ Field Operations			0	016	2	F	-	
10. SECTION		11. UNIT				12. TRANS	ACTION	I	13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 E	ESTABLISH 01/16/2023			01/16/2023
						☐ MA022 E	EXEMPT	COE	DE C	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Metro South Region/ Burba Local Office	ınk	Service Unit II				⊠ MC026	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE		UTA XEM	N 1PT	☐ MC027 A CHANGE ☐ MC028 V				
EXISTING POSITION						☐ MD020 V				
								-	REA	LLOCATION
NEW/REVISED POSITION		D0000			_	☐ MC150 L	ATERA	L RE	ALLC	CATION
Burbank, IL		RC062		N		☐ MC158 U	JPWAR	D RE	ALLC	CATION

Position # Page 1 of 5

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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
	 Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program
	 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%	 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
20%	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 interviews are as divises.
	interview procedures Follows up on training programs or job orders for ampleyors requesting service from IDES
	 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

Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 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%	 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 Illinois Department of Employment Security (IDES) automated data files
	 Extracts and utilizes data As directed, performs these duties for assigned worksites within the service delivery area
	other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)
Facilities	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-53-104-20-01 THE APPROPRIATE BOX IF THIS POSITION IS A:
☐ Supervise	or Lead Worker

Position # Page 3 of 5

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

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

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

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

Minimum Qualifications

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

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

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

Qualifying state employees in the employee Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of specific proficiency tests and training programs.

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

Position # Page 4 of 5

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 01/20/2023		Knistin Richard by John	01/12/2023

Position # Page 5 of 5

1. POSITION TITLE	WO	RKING TITLE (IF ANY)	BILINGU			ION TITLE	2. POSITION NUMBER			
EXISTING POSITION			CODE	=	OPTIO	ON CODE	2	00		iomber.
NEW/REVISED POSITION										
Employment Security	Pro	gram Representative	29			SS	13650)-44-	53-	105-30-31
Program Representative										
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	Т	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION										
	4	Service Delivery/ Field			0	099	2	R		
IL Department of Employment Security	ent	Operations			0 099 2			K		
10. SECTION		11. UNIT				12. TRANS	12. TRANSACTION 13. EFFECTIVE DATE			
EXISTING POSITION			☐ MA021 ESTABLISH 01			01/16/2023				
						☐ MA022 E	XEMPT	XEMPT CODE CHANGE		
NEW/REVISED POSITION						☐ MC024 F	POSITIO	N NUI	MBE	R CHANGE
Metro South Region/ Joliet						⊠ MC026 (OLADIE)	,		
Local Office		Service Unit III				⊠ IVICU20 V	SLAKIF	I		
14. WORK LOCATION		15. BARGAINING/TERM		RUTA		☐ MC027 A	ADDITIO	NAL II	DEN	ITICAL
		CODE	E	EXEN	/IPT	☐ MC028 V	VORK C	TNUO:	ГΥС	HANGE
EXISTING POSITION						☐ MD021 A	ABOLISH	1		
						☐ MC149 [OOWNW	/ARD I	REA	LLOCATION
NEW/REVISED POSITION		DC062				□ MC150 LATERAL REALLOCAT			CATION	
Joliet, IL		RC062			1	☐ MC158 UPWARD REALLOCATION				

Position # Page 1 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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 Provides orientation and federally mandated services for the Reemployment Services and
	 Eligibility Assessment (RESEA) program 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
20%	 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

Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 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%	 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 Illinois Department of
	 Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files
	 Extracts and utilizes data As directed, performs these duties for assigned worksites within the service delivery area
	other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)
	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-53-105-30-01
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:
☐ Supervise	or Lead Worker

Position # Page 3 of 5

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

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

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

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

Minimum Qualifications

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

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

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

Qualifying state employees in the employee Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of specific proficiency tests and training programs.

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

Position # Page 4 of 5

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 01/20/2023		Knistin Richard by John	01/12/2023

Position # Page 5 of 5

POSITION DESCRIPTION

1. POSITION TITI	F		WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER										
Existing Position			44,	The transfer of the court	CODE	OP1	TION CODE		-44-54-2		1-31		
New/Revised Position								1.5550					
Employment S			l l		29		SS	13650	-44-54-	102-10	0-31		
Program Repr 3. AGENCY	esentativ	/e		4. BUREAU/ DIVISION		L		5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE	
Existing Position								CODE	COUNTY	AUTH		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	11. UNIT 12. TRANSACTION CODE 13. EFFECTIVE DA								
Existing Position				Employment Service	Employment Services 07/16/20								
Northern Region New/Revised Position	un			. ,		<u> </u>				_			
Northern Regi	on/ Rock	ford Local Off	ice						21 ESTAE 22 EXEMI		E CHANG	E	
14. WORK LOCA				15. BARGAINING/TERI	M CODE		Rutan Exempt	⊠ MC0	24 POSIT 26 CLARI	ION NU			
Existing Position	HON		·	10. DANOMINIOTERI	5000		F.	☐ MC0	27 ADDIT	IONAL I			
								☐ MD0	28 WORK 21 ABOLI	SH			
New/Revised Position				RC00	62		N	☐ MC1	49 DOWN 50 LATER	AL REA	LLOCATION	ON	
Woodstock, IL		ADI ETE OLIDE	=NIT ^+	ND ACCURATE STATE		POSITI		MC1	58 UPWA	RD REA			
% OF TIME	10. COM	general super	<u>ini AN</u> ∕ision ¹	for an assigned area	. assesse	and a	ddresse	ses client Unemployment Insurance					
	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	=	
	benefit claim issues. Through the use of the IL Labor Exchange system openings, provides referrals, placement and follow-up services on available.							maiche ble iob 4	orders o	นอเ ย ร์ 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	ice or partner staff; e	stablishes	and m	naintains	s activity	/ reports	. As r	needed,		
	perform	ns these duties	for as	ssigned worksites within the service delivery area, other than the primary									
	assigne	ed office. Provi	des int	nterpretive services for Spanish speaking clients.									
25%	1.	Using the Sp.	anish la	anguage when nece	ssary. inte	rviews	clients	s to determine unemployment					
2070		insurance cla	ims m	onetary eligibility and	l discern e	mploy	ment his	history and work status; provides					
		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, deteri	nines app	ropriate	e service	ice for the applicant and coaches in formation of work search action plan					
				cess to facilitate self- 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 grama	ered by IDES; proces . 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 to employers and hi	nt skills, re ring foirs f	esearch	nes and	modifie	s the sk	IIIS TO noriat	maten 1 e iob	iie	
		openings as	chents listed in	n IL Labor Exchange	system for	or job i 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 hirina f	ected, solicits job opp fairs. Coaches both	ortunities; applicants	assists	s with th molover	e piann s in the	ing, reci	unme elf-ee	ervice of	the II	
				rairs. Coaches both /stem. Travels to fail			pivyci	5 m aic	200 OI 8	. J. 1 3C	01		
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16. (CONTINUE	D)									
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)						
10%	4.	continued claims: ir	rvestigates, researches, and explai	bility determinations for routine, initial or ins case disposition; provides written and accepts appeal when appropriate.						
10%	5.	relationships and a service to fellow off Assists clients with	rovides services under special contract programs; advises clients on work attitudes, habits, elationships and attire as related to a specific job referral transferring more complex or specialized ervice to fellow office staff. Conducts employment workshops to enhance client employability. ssists clients with registration and claims as work flow necessitates; processes data from file onstruction and maintenance for all appropriate IDES automated data files; extracts and utilizes data is appropriate.							
05%	6.	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.								
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.									
conducting	g and sig	AND NUMBER OF IMN ning performance evalunt this position.)	EDIATE SUPERVISOR (Responsible pations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances						
WORKING TITLE (IF ANY)										
PSA, Opt. 1	37015	-44-54-102-00-01		Local Office Manager						
18. CHECK TI	HE APPR	OPRIATE BOX IF THI	S POSITION IS A:							
☐ SUPE	RVISOR	OR LEAD W	/ORKER							
NOTE: S	uperviso	orv or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a						
ti	me perc e as check	entage(s) allotted.		ubordinate incumbents or authorized funded						
	Position	n Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A										
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PERFORI ABILITIE	MANCE (S AND L I	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL EARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
social/behav	ioral scie r and a r	ences or business; or minimum of two year	r requires two years (3,000 work hos s college credits completed with pa	s college with academic background in ours) of experience as a department intermittent assing grades in social/behavioral sciences or f member. Requires working knowledge of those						

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



POSITION DESCRIPTION

New/Revised Position Service Delivery/ Field Operations 12. TRANSACTION 13. EFFECTIVE DATE CODE COUNTY CODE CODE COUNTY COUNTY CODE COUNTY	1. POSITION TIT	TLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE 2. POSITION NUMBER						
Employment Security Program Representative 4. BUREAU/DIVISION Section 1. Department of Employment Security Service Delivery/ Field Operations 1. Department of Employment Security Service Unit I Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Loc	Existing Position										
3. AEBNCY 4. BUREAU DIVISION 5. SECTION 1. Department of Employment Security 5. Service Delivery/ Field Operations 0. 101 Y R 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 10. SECTION 11. UNIT 10. SECTION 10. SE		Security		29	SS	13650	5. EXMT 6. WORK 7. A/I 8. AUDIT 9. OF CODE COUNTY AUTH 8. AUDIT 9. OF CODE COUNTY AUTH 8. AUDIT 9. OF CODE 12. TRANSACTION 13. EFFECTIVE DATE CODE 02/16/201 MA021				
IL Department of Employment Security	3. AGENCY	resentative	4. BUREAU/ DIVISION		L	5. EXMT CODE	6. WORK COUNTY		Y R 13. EFFECTIVE DA O2/16/201 ISH T CODE CHANGE ONAL IDENTICAL CHANGE H VARD REALLOCATION ONS Oyment Insurance for unemployme e readjustment; dicates e job openings of training progra es and/or service ested, performs assigned office need interpretive trights interview y eligibility and ity factors; information on the earch action plan to benefits the delivery area to request or need the soft routine,		
IL Department of Employment Security Service Delivery/ Field Operations 11. UNIT OSECTION 11. UNIT OSECTION OZ/16/2019 Northern Region/ Rockford Local Office Service Unit I WORK LOCATION 15. BARGAINING/TERM CODE Northern Region/ Rockford Local Office Service Unit I WORK LOCATION 15. BARGAINING/TERM CODE Northern Region/ Rockford Local Office RC062 NORTHERN ROCKFORD RC067 R	Existing Position						MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHA MC19 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC150 LORDING MC15				
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	14. WORK LOCA	ATION	15. BARGAINING/TER	RM CODE		」⊠ мсо	26 CLARI	FY			
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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 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 nonsometary eligibility and discern employment history and work status, provides orientation and clarifies eligibility and discern employment because the programs continued in the registration process to facilitate reemployment; assists in the formation on 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 t	New/Revised Position										
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Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provid	% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEM	ENT OF PO	SITION ES	MA021 ESTABLISH					
services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 03/22/2019		nonseparation benefing applicants, provides loads and extracts clineeds to relevant offithese duties for assignately to fairs and viservices.	it claim issues. Using the IL Lareferrals, placement and follow aims data using automated syice or partner staff; establishes and worksites within the servivorksites. Utilizes Spanish lang	abor Exch v-up servic stems; ref s and mair ice deliver guage to a	ange syster ces on avail ers clients v ntains activit y area other issist clients	m, selection, selectio	ts suitat orders aplex iss s. As dii e prima quest oi	ole jot or trai ues a rected ry ass	o opening pro ind/or se d, perfor signed o d interpr	ograms; ervice ms ffice. etive	
complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. DIRECTOR OF CM3 SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 103/22/2019	25%	services related limited to interstate with clients to de discern employmer provides informatise of the IL Lab the registration pand reviews for oprograms. As direction than the programs of the programs of the programs of the programs.	to the processing of claims for ate, military and other federal of termine unemployment insural ment history and work status; partion on available job training a for Exchange system, determination of compliance; explains client right ected, performs these duties for imary assigned office. Utilizes	unemploy or trade re- nce claims rovides or ind/or edu- nes releva- nent; assis its and re- for assigne	ment insura adjustment. s monetary ientation an cational pro nt services ts in the for sponsibilitie ed worksites	ance be Conduction of clarific grams; for the amation constitution of the substitution	nefits, ir ots bene imoneta es eligib provides applican of work s y pertail the servi	icludir fit right ry eligility fa infor t and search to be ice de	ng but nearly intergraphical parties and action concentration of action enefits alivery as	ot views nd on the s in plan	
101/27 NAR 28 233 Thomas Chan 03/22/2019	25%	complex and spe Employment Sec not limited to the directed, perform	ecial claims on benefit entitlem curity (IDES). Loads and extra Illinois Benefit Information Sy ns these duties for assigned w	ent progra acts claims stem (IBIS	ams adminis s data using S), Illinois Jo	stered b automa b Link (y the Illi ated sys IJL) and	nois E tems I Gen	Departm includin Tax. As	ent of g but	
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My May 4-25-19 BY:	V MS-104 (Rev. 10	/94) IL 401-0794	I I I I I I I I I I I I I I I I I I I	l	· · · · · · · · · · · · · · · · · · ·	, 2)	· · · · · · · · · · · · · · · · · · ·				
	My Ma	4-25-19	!! (! Бу:	<u> </u>							

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	SSENTIAL FUNCTIONS (Continued) by the Illinois Department of Employment							
20%	3.	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.	routine, initial or continu written determinations;	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.	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 activity and detail time charging.							
05%		enumerated above.		easonably within the scope of the duties							
conductin	g and	LE AND NUMBER OF IMA	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
				WORKING TITLE (IF ANY)							
Employment	Sec	urity Field Office Superv	isor 13600-44-54-102-20-01								
		PPROPRIATE BOX IF THE									
SUPE		_									
			ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a							
	as cl	percentage(s) allotted. necked above, list position	title, position number, and number of su	ubordinate incumbents or authorized funded							
Headcour		sition Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A											
19. SPECIAL PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH ID LICENSURE OR CERTI GER BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDAR	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							
Requires kno	owle	dge, skills and mental de	evelopment equivalent to four years	college with academic background in							
social/behav	ioral	sciences or business; o	r requires two years (3,000 work hose college credits completed with ha	ours) of experience as a department intermittent ssing grades in social/behavioral sciences or							
business: or	four	vears (6,000 work hours	s) as a department intermittent staff	member, or qualifying state employees, in the							
employee Up	owar	d Mobility Program may	complete combinations of specific	proficiency tests and training programs leading							
to a certificat	a of	proficiency Requires w	orking knowledge of those provision	ns of the Unemployment Insurance (UI) Act							

16 (CONTINUED)

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

POSITION DESCRIPTION

1. POS TION To	TLE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER			
Existing Position		1									
New/Revised Position Employment Program Rep	Security			29	ss	13650)-44-54-	102-3	1-31		
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	O 101 2 R 12. TRANSACTION CODE CODE 12. TRANSACTION CODE CODE 12. TRANSACTION CODE CODE 12. TRANSACTION CODE CODE CODE CODE 12. TRANSACTION CODE CODE CODE CODE CODE CODE CODE CODE			9. OFFICE USE	
Existing Positor											
New/Revised Position IL Departmen 10. SECTION	t of Employment Secu	rity	Service Delivery/ F	ield Oper	ations	12. TRAN	12. TRANSACTION 13. EFFECTIVE DATA 12/01/201 MA021 ESTABLISH 12/01/201 MC022 EXEMPT CODE CHANGE 12/01/201 MC026 CLARIFY 14/01/201 MC027 ADDITIONAL IDENTICAL CHANGE 14/01/201 MC028 WORK COUNTY CHANGE 14/01/201 MC149 DOWNWARD REALLOCATION 14/150 LATERAL REALLOCATION 14/150 LATERAL REALLOCATION 14/150 LATERAL REALLOCATION 14/150 LATERAL REALLOCATION 15/150 LATE				
Existing Post of						CODE			12/01	/2019	
Northern Reg	ion/ Roc∢ford Local Of	fice	Service Unit III							E	
14. WORK _OCA	ATICN		15. BARGAINING/TERI	M CODE	Rutan Exempt	☐ MC0	24 POSIT 26 CLARI	ION NU FY	MBER CH	ANGE	
Evising Position						☐ MC0	28 WORK	COUN			
New/Revised Position			RC062)	N	☐ MC1	49 DOWN	WARD			
Rockford IL % OF TIME	1 45 0045 FFF 045	ENT ALS				☐ MC1	☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHAI ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
25%	insurance benefits, in conducts benefit righ nonseparation benefit applicants, provides a loads and extracts of needs to relevant offit these duties for assignavels to fairs and wiservices. 1. Assesses and acceptated to interstate with clients to dediscern employment provides information use of the IL Labethe registration pand reviews for oprograms. As direction in the second control of the s	ncluding buts interview it claim issume ferrals, paims data usine or partning decreases clate the process or Exchangerocess to feed to perfect the process to feed to perfect the process to feed to perfect the process to feed the process to feed the perfect t	It not limited to intersive; provides orientatues. Using the IL La lacement and followusing automated system staff; establishes ites within the servicultilizes Spanish languient Unemployment essing of claims for and other federal or employment insurant and work status; provided in the system, determination according to the system, determination according to the system of the sy	state, milition and clabor Exchalled abor Exchalled are serviced and main ce delivery uage to a linear and read ovides or ind/or educes relevantent; assist and resor assigned.	ary and other arifies eligible ange system less on available ers clients we tains activity area other ssist clients and Wagne ment insural adjustment. It is monetary a entation and entation and entation and estimated in the form ponsibilities districts and worksites	er feder felty factor, select able job with commy report than the who reserved and non disclarified for the anation of as they within the control of the con	al or tractors; adjusts suitable orders of aplex isses. As directly orders or a constant and a constant are seligible or a constant and a constant are seligible or a constant and a constant and a constant are services applicant and a constant are services and a constant and a	de reaudicate de job or trainues a rected ry assoned ce need cludin fit right y elig lity far and ce arch to be ce del	adjustmentes o openin ning pro nd/or se l, perfora igned o l interpre eds. Pro ng but no nts interpre tors; mation o coaches action enefits livery ar	ent; gs for ograms; ervice ms ffice. etive ovides ot views and on the s in plan	
25%	complex and spe Employment Sec not limited to the	ecial claims curity (IDES Illinois Ber is these du d office.	on benefit entitlemes). Loads and extraction of the control of the	ent progra cts claims stem (IBIS orksites wit	ms administ data using a), Illinois Job	tered by automa o Link (l	the Illing ted system IJL) and	iois D ems ii Gen1	epartme ncluding Fax. As	g but	
- 11 a a 17 a	CMS SIGNATURE		ECEIVED SUPERVISOR SIGNAT		GENCY HEAD				D	ATE	
And nel	E Mulogodon		DEC 1 3 2019		thema	-Ja	m	- -:	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	anguage to assist clients who request or					
		need interpretive servi	ces.							
10%	١,	Adjudicates monetons	and nanmanatary banafit alaim isau	ioo pro	viding oligibility dotorminations for					
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								
					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.		3					
		·	, , ,							
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>	 					
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	imposin	g disciplinary action and adjusting grievances					
101 010				LWORK	ING TITLE (IF ANY)					
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			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	7010	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.								
		necked 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 ONINE AS SPECIFICATION					
			evelopment 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.



POSITION DESCRIPTION

1. POSITION TIT	LE		WORKING TITLE (IF ANY)	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE 2. POSITION NUMBER							
Existing Position				- CODE	OFTIONCODE		13650-44-54-220-43-31				
New/Revised Position Employment S Program Repr				29	SS	13650	13650-44-54-220-43-31 13650-44-54-103-10-31 SEXMT 6. WORK 7. A/I 8. AUDIT 9. O O7/O Section O7/O O7/O Section O7/O O				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY		3-31 0-31 R 07/16/20 E CHANGE MBER CHANGE MBER CHANGE CHANGE MEALLOCATION LLOCATION Ent Insuran nemployment stment; s minor to job ing progra a and servi ieeded, imary Dyment provides n on the us d coaches n action pla ement funded or t ies, using sing the IL match the e job able through g selected ords nt, and rvice of the	9. OFFICE USE	
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New/Revised Position			Service Delivery/ Field	d Operatio	ne	1	040	2		Section name	
IL Department	t of Employme	nt Security	11. UNIT				ASSO-44-54-103-10-31 SAMT G. WORK T. AII B. AUDIT G. OF OZITION G. OT OZITION G				
Existing Position						CODE	13650-44-54-103-10-31 13650-44-54-103-10-31				
Northern Regi	on		Employment Services	i							
New/Revised Position	Wheeling				·	- 	0. 507.5				
Northern Region	on/ Arlington +	leights Loc	cal		15.	☐ MC	22 EXEM	PT COD			
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE	Rutan Exemp				MBER CH	IANGE	
Existing Position											
New/Revised Position							21 ABOLI	SH			
Waukegan, IL			RC062		N	☐ MC1	12. TRANSACTION O7/16/2013 □ MA021 ESTABLISH □ MC022 EXEMPT CODE CHANGE □ MC024 POSITION NUMBER CHANGE □ MC026 CLARIFY □ MC027 ADDITIONAL IDENTICAL CHANGE □ MC028 WORK COUNTY CHANGE □ MC0150 LATERAL REALLOCATION □ MC150 LATERAL REALLOCATION □ MC150 LOWNWARD REALLOCATION □				
% OF TIME	16 COMPLET	E CURREN	I T AND ACCURATE STATEME	NT OF PO	SITION ES		13650-44-54-220-43-31 13650-44-54-103-10-31 SEMAT 6. WORK 7. A/I 8. AUDIT 0. 0 07/0 section 0 07/0 section 0 07/0 section 0 07/16/201 0 07/16/201 0 07/16/201 0 07/16/201 0 07/16/201 0 07/16/201 0 07/16/201 0 07/16/201 0 0 0 0 0 0 0 0 0				
25%	benefit claim openings, pro processes an needs to the performs thes assigned office 1. Using insuration inform of the the re and re	issues. The prides refer to extracts appropriate see duties for the Spaniance claim mation on a sell 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; replies and response of the service panish spectry, intervies cern empeducation es approprice; assistant response service of th	ge systemes on available for a	n, matcher able job of the with construction and the construction and the construction area, other and the construction are an are and the construction are an area. The construction are are also are an area and the construction are an area and th	es candid orders of omplex or reports her than mine un d work s les infor e applica of work fits prog	dates r train issues . As r the pr emple tatus; mation nt and searc rams.	to job ing prod s and se needed, rimary byment provide n on the d coach h actior	grams; ervice es e use nes in	
25%	progr incen	ams admir itive progra	nistered by IDES; process c ims. Loads and extracts da	ient vouch ta from au	ners or elig tomated s	ibility for ystems.	ms for ta	arget f	funded		
20%	Span Labo client open comp jobs a IDES place	ish langua r Exchange r; refers clie ings as list outer progra and job inte to determi ments; as	ge 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 appress and referrals and pagents.	or registe kills, resear fairs for jour stem for a s; provides up on job coed for addinities; assisticants and	ers job sees arches and be intervied pplicants of clients worders for clitional resists with the distance of the comployers.	kers and d modifie ws; select equiring ith inform employer errals; ve he plann	employs the skets approservices action reservices ariginals.	ers us ills to opriate avail gardir sting s nd rec uitme	sing the match to job able throng selectords ords	e IL the rough cted from	
			e System. Travels to fairs a	nd worksit	es.						

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

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



Existing Position	TLE	WORK	ING TITLE (IF ANY)	BILINGUAL CODE	POSITIO	ON TITLE N CODE	2. POSI	TION NU	MBER		
		<u>. </u>	· ·	CODE	OF HO						
New/Revised Position Employment Program Rep	Security			29	s	ss	13650	-44-54-	103-3	1-31	
3. AGENCY	reconduive	<u> </u>	4. BUREAU/ DIVISION	1	1		5. EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											07/01/21 - to work loo
New/Revised Position	nt of Employment Secur	-itv	Service Delivery/ I	Field Oper	ations		0	016	2 *	R	section na
10. SECTION	it of Employment Secur	ity i	11. UNIT				12. TRANS			I D. EFFECTIV	/E DATE
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New/Revised Position	Wheeling	<u> </u>						02/16/2			
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	ghts;-IL Wheeling, IL		RC06	2		N	☐ MC1:	50 LATER 58 UPWA	RAL REA	LLOCATION	ON
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25%	loads and extracts claneeds to relevant office these duties for assign Travels to fairs and with services. 1. Assesses and adservices related to interstation with clients to det discern employment provides information use of the IL Labor the registration programs. As directly other than the principle interpretive services. 2. Performs function complex and specent limited to the directed, performs	dresses clipo the proceste, military termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under thistory termine under this to the thistory termine under this thistory termine under this thistory termine under this thistory termine under this this this this this this this this	using automated sy er staff; establishes ites within the servi litilizes Spanish language ient Unemployment essing of claims for and other federal demployment insura and work status; pilable job training a ge system, determinacilitate reemployment; explains client right orms these duties forms these duties forms these duties for ecceipt, review, eon benefit entitlems). Loads and extrainefit Information Systems	stems; reference delivering desired to a delivering desired to a delivering desired to a delivering desired to a delivering desired to a delivering desired to a delivering desired to a delivering desired to a delivering	e and lyment is adjustres mone ientationant servits in the sponsiled work anguage (S), Illing ithin the GENCY	ents wactivity other clients Wagnerinsural ment. Cetary a con and all progrices form bilities keites was defended in the control of the cetary and resort of the cetary and resort of the cetary and resort of the cetary and resort of the cetary and resort of the cetary and resort of the cetary and resort of the cetary and resort of the cetary and resort of the cetary of the cetar	er-Peysonce ber Conductor the appropriate of a street	plex issis. As directed as eligibitates eligibitates policant from the service ients where the Illinated systems are serviced as eligibitates where the Illinated systems where the Illinated systems where the Illinated systems where the Illinated systems where the Illinated systems where the Illinated systems where Il	ues ar ected ry assi need ce need cludin fit righ ry elig lity fact inform and ce earch to be ce del no req ess of receives in GenT	eds. Programmeds. Programmeds. Programmeds. Programmeds. Programmeds action energits ivery arrunding fax. As er than	ervice ms ffice. etive ovides ot views nd on the s in plan rea need ent of g but

% OF TIME	10.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and particles and hiring far Exchange system. Assemployers and hiring far Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employed performs these duties for the exchange of th	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services available to use and interpret self-assessman regarding training programs or seles or job orders for employers requested ditional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp	d by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts ment vocational exploration tools; provides ected jobs and job interview procedures; follows esting service from IDES to determine status of ords 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%		routine, initial or continuous written determinations; these duties for assign	ued claims; investigates, researche conducts reconsidered determinat ed worksites within the service deli	ues, providing eligibility determinations for es, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se workshops to enhance client emplor from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and ance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	reasonably within the scope of the duties
conducting	g and	LE AND NUMBER OF IMM	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	risor 13600-44-54-103-30-01	
18. CHECK TI	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:	
☐ SUPE	RVIS	OR OR LEAD V	VORKER	
_		•		
		rvisory or lead worker res percentage(s) allotted.	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	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				
PERFORI ABILITIES	MAN 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"
Requires kno	owle	dge, skills and mental de		s college with academic background in
				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
to a certificat	e of	proficiency. Requires w	orking knowledge of those provision	ons of the Unemployment Insurance (UI) Act
				JI 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.

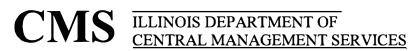
16. (CONTINUED)

1. POSITIONT	ITLE	WOR	KING TITLE (IF ANY)	BIUNGUAL CODE	POSITION	N TITLE	2. POS	ITION NU	MBER		
Existing Position										_	
New/Revised Position Employment Program Re				22	PC	0	13650	-44-54-	103-4	1-41	
3. AGENCY	proofinative		4. BUREAU/ DIVISION	_1	•		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFIC
Existing Position	·						07/0 work				
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IL Departme	ent of Employment Secu	<u>rity</u>		rieid Opei	alions		•	016 SACTION	2	R 3. EFFECT	VE DATE
Existing Position			11. UNIT				CODE			J. 2. 1 20 1	
Elisting Famor						ŀ				05/01	/2020
New/Revised Position	∞ Wheeling										
Northern Re	gion/ Arlington Hts. Loc	al Office	Service Unit III				☐ MC	21 ESTAE 22 EXEM	PTCO		
14. WORK LOC	CATION		15. BARGAINING/TERI	MCODE		tutan xempt		124 POSIT 126 CLAR		JMBER CH	IANGE
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% OF TIME		ENT AND			CITION	LECCE		58 UPWA		ALLOCATI	ON
% OF TIME	16. COMPLETE CURRE Under general super									ent Insi	ırance
	and Wagner-Peyser:	service ne	eds. Provides servic	es related	d to the	ргосе	essing	of claim	s for u	unempk	oymen
	insurance benefits, in conducts benefit righ										ient;
	nonseparation benefi										nas fo
	applicants, provides i	referrals, į	placement and follow	-up servi	ces on a	availa	ble job	orders	or trai	ining pr	ogram
	loads and extracts cla										
	needs to relevant offi										
	these duties for assig										
	services.	orksites.	Ounzes i Oustriangue	age to ass	sist che	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	io iequ	2031 01 11	iccu ii	incipie	,IV C
	· ·										
25%	1. Assesses and ad										
			cessing of claims for y and other federal or								
			nemployment insurar								
			y and work status; pr								
	provides informa	tion on av	ailable job training ar	nd/or edu	cationa	l prog	rams; į	orovides	infor	mation	on the
		_	nge system, determin			_		• •			
			facilitate reemployme								plan
			e; explains client righ forms these duties fo								rea
			igned office. Utilizes I								
	interpretive service		•						•		
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25%	2. Performs function										
			s on benefit entitleme S). Loads and extrac								
			enefit Information Sys								
			uties for assigned wo								
	primary assigned	l office.									
DIRECTOR OF	CN/S SIGNATURE	IMMEDIAT	E SUPERVISOR SIGNAT	LIRE I A	GENCYI	HEAD	SIGNAT	IRF		<u> </u>	ATE
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West 516	20/20 Male 1400		MAI 13 COCO	Ĥ							
••	. 37	77/1	R	J							

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 alidia ata a manamatana.	and name at any banadit alaine inc		
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	
	MANC	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.	1. POSITION TIT	[LE	WOR	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE	2. POS	ITION NU	MBER		
Employment Security	Employment Security	-										
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. MADDITION 1. SECTION 1. MADITION 3. AGENCY 4. BUREAU DIVISION 5. ENTIRE TEACH POSITION 11. Department of Employment Security 12. SERVICE 13. TRANSCRION 15. EFFECTIVE DATE 17. SERVICE 17. SERVICE 17. SERVICE 18. MAD21: ESTABLISH 18. MORE LOCATION 15. BARGAINING/TERM CODE 18. MAD21: ESTABLISH 18. MORE LOCATION 15. BARGAINING/TERM CODE 18. MAD21: ESTABLISH 18. MORE LOCATION 15. BARGAINING/TERM CODE 18. MAD21: ESTABLISH 18. MORE LOCATION 15. BARGAINING/TERM CODE 18. MAD21: ESTABLISH 18. MORE LOCATION 15. BARGAINING/TERM CODE 18. MAD21: ESTABLISH 18. MORE LOCATION 15. BARGAINING/TERM CODE 18. MAD21: ESTABLISH 18. MORE LOCATION 18. MAD21: ESTABLISH 18. MORE LOCATION 18. MAD21: ESTABLISH 18. MAD22: ESTABLISH 18. MAD22: ESTABLISH 18. MAD22: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD23: ESTABLISH 18. MAD22: ESTABLISH 18. MAD23: EST	Employment :				29	SS	13650)-44-54-	103-6	1-31		
Northern Region / Artington Heights Local Service Deliveryl Field Operations 0 0 16 2 x R STRANSACTION 13 EFFETIVE DATE 11. UNIT 0.000	NewWheeling Northern Region	3. AGENCY		•	4. BUREAU/ DIVISION	l '	•			7. A/l AUTH	8.AUDIT	USE
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DZ/16/2019 Northerina Region/ Adlington-Heights Local Service Unit V	D2/16/2019		it of Employment coour	,	11. UNIT	<u> </u>			SACTION		B. EFFECT!	VE DATE
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Northern Region/ Artington-Heights Local MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE MORIZ SERMIN CODE CHANGE CHANGE MORIZ SERMIN CODE CHANGE CHANGE MORIZ SERMIN CODE CHANGE CHANGE CHANGE CHANGE CHANGE MORIZ SERMIN CODE CHANGE CHA	Northern Region/ Adingston-Heights Local Service Unit V	New/Revised Position	Wheeling		<u> </u>			\dashv _		<u>l</u>		
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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. 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 resp	## OFTIME 18. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIA 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, sects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational p	New/Revised Position						□ мс1	49 DOWN	IWARD I		
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 unonnentery 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 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 a	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 anal/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 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 t							☐ MC1	58 UPWA	RD REA		
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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 IMAR 28 2013 AGENCY HEAD SIGNATURE O3/22/2019	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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE IMAR 2 8 25.3 MS-104 (Rev. 1/10/94) 1/14 401-0794		nonseparation benefit applicants, provides r loads and extracts claneeds to relevant offic these duties for assig Travels to fairs and w services. 1. Assesses and adservices related to limited to interstat with clients to det discern employment provides informat use of the IL Labor the registration programs. As directly other than the principal interpretive services.	t claim iss eferrals, paims data ce or partrage or partrage or the process to fee mary assigners.	ues. Using the IL Lablacement and follow using automated syner staff; establishes sites within the serviutilizes Spanish language system, determing a ge system.	abor Exchavor exchavor exchange reference claims rovides or independence results and resul	ange systemes on avariers clients tains active area others active and Wagment insurational properties in the foreponsibilitied worksite anguage to	em, selectiable job with comity reporter than the series who remare beronduction of clarific ograms; profer the amation of es as the series within the assist control of the series within the control of the series within the control of the series within the control of the series within the control of the series within the control of the series within the control of the series within the control of the series within the control of the series within the control of the series within the series within the control of the series within	ts suitals orders orders or plex isse. As directly orders or orders or orders or orders er services eligibitation of work services or orders or orders or orders or orders or orders or orders or orders or orders or orders order orders	ole job or train ues ar rected ry ass need ce need cludin fit righ ry elig lity fac inforr and ce earch no req	opening prond/or set, perforing peds. Prong but notes interprond to set on the set on the set on the set on the set or th	ograms; ervice ms iffice. etive ovides ot views nd on the s in plan rea need
MAR 28 28:3 Thomas Chan- by John 03/22/2019	MAR 28 25.3 Thomas Charles 03/22/2019	25%	complex and spec Employment Sect not limited to the directed, performs	cial claims urity (IDES Illinois Ber s these du	s on benefit entitlem S). Loads and extra nefit Information Sys	ent progra cts claims stem (IBIS orksites wi	ms admini data using), Illinois J thin the se	stered by g automa bb Link (I rvice deli	the Illir ted syst JL) and very are	ois Do ems ir GenT	epartmoncluding ax. As	ent of g but
1 MAN 20 25.3 63 Jan 3/22/2019	15-104 (Rev. 1/0/94) W. 401-0794 03/22/2019	11	. 17	T /								ATE
W ·		y and	Ne forde		MAR 28 25.3	,	6.	1-300	m	 	03/2	22/2019

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

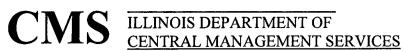
of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill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

conjunction with Spanish speaking clients.

Existing Position	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL	POSITION	N TITLE 2.	POSIT	ION NUI	MBER		
				CODE	OFTION	CODE					
New/Revised Position		<u> </u>									
Employment S	-			29	SS	S 13	3650-4	44-54-1	105-2	1-31	
Program Repr 3. AGENCY	esentative	<u>l. ——</u>	4. BUREAU/ DIVISION		<u> </u>	5. E	XMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
Existing Position			4. BOTTE TO BITTOTO		-		CODE	COUNTY	HTUA	-	USE
										-	
New/Revised Position IL Department	t of Employment Secur	rity	Service Delivery/ F	ield Opera	ations		0	045	Υ	R	
10. SECTION		•	11. UNIT				. TRANSA DDE	ACTION	13	3. EFFECTIV	'E DATE
Existing Position										02/16	2019
New/Revised Position								02/16/20			
	on/ Carpentersville Pro	ocessing	Service Unit I				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE				
14. WORK LOCA	TION		15. BARGAINING/TER	M CODE				4 POSIT 6 CLARI		IMBER CH	ANGE
Existing Position	IIION		10. 07.1107.1111.07.12.11				MC02	7 ADDIT	IONAL	IDENTICAL	
						🗄	MD02	1 ABOLI	SH		
New/Revised Position	••		RC06	2		N E				REALLOC ALLOCATION	
Carpentersville	e, IL 16. COMPLETE CURR	ENT AND			CITION	LESSEN				ALLOCATION	ON
% OF TIME	Under general super	vision for	an assigned area as	ssesses a	nd add	resses o	client	Unemp	lovme	ent Insu	rance
25%	nonseparation benefi applicants, provides loads and extracts clineeds to relevant offi these duties for assig Travels to fairs and viservices.	referrals, paims data ice or parti gned work: worksites.	placement and follow using automated symer staff; establishes sites within the servi	y-up servicestems; refeated main main ce deliver guage to a	ces on a fers clied trains a sy area of a sesist clied to the control of the cont	available ents with activity re other tha lients wh	e job o comp eports an the no req	orders orders order issolex iss direction of the contraction of the co	or trai ues a rected ry ass r need	ining pro ind/or se i, perfor signed o i interpr	ograms; ervice ms ffice.
	services related limited to interstate with clients to de discern employmerovides information use of the IL Laborathe registration pand reviews for coprograms. As direction in the programs of the services o	to the process of the process to compliance tested, per rimary assistant of the per ri	cessing of claims for y and other federal on nemployment insurar y and work status; properties ailable job training a nge system, determing facilitate reemployme; explains client right forms these duties for igned office. Utilizes	unemploy r trade rea nce claims rovides or nd/or educ nes releva ent; assis nts and res or assigne	adjustnes mone ientationa cationa int servits in the sponsited work	nsurance ment. Co etary and on and co al progra- rices for e format bilities as esites wil	e benduct I nonn larifies ms; po the aption of sthey thin the	efits, in s bene moneta s eligib rovides oplicant work s pertair s eservi	cludir fit right ry eligity fa infor t and search n to be ce de	ng but no hts inter gibility a cotors; mation coaches a cotion enefits elivery as	ot views nd on the s in plan
25%	services related limited to interstate with clients to de discern employmerovides information use of the IL Lab the registration pand reviews for corpograms. As directly other than the printerpretive service. 2. Performs function complex and specific spe	to the product of the	cessing of claims for y and other federal of nemployment insurally and work status; plailable job training ange system, determined facilitate reemploymer; explains client right forms these duties for gned office. Utilizes to receipt, review, es on benefit entitlem S). Loads and extrained in formation Systems for assigned were so that the systems of	unemploy r trade rea nce claims rovides or nd/or educ nes releva ent; assis nts and res or assigne Spanish I ntry, analy ent progra cts claims stem (IBIS orksites w	adjustnes mone ientational int servits in the sponsible work anguage ysis and ams additional ithin the ithin the sponsible ith	nsurance ment. Co etary and co al progra rices for e format bilities as esites wit ge to ass d resolut liminister using au bis Job L e service	e beneration of the aption of the street tion of the thin the sist climate tion of the delivership of the think (I.e. delivership)	efits, in its bene moneta seligible rovides oplicant work servite servite fall type the Illired systems wery are	cludir fit right ry eligility fa infort and search to be ce de ho recessions De tems in Gen	ng but notes intergibility and actors; mation of coaches of action enefits elivery and action proutine, Departmincluding Tax. As ner than	ot views and on the s in plan rea ent of g but the
DIRECTOR OF	services related limited to interstate with clients to de discern employmerovides information use of the IL Lab the registration pand reviews for oprograms. As directled, performeromerovides information complex and specific programs functions complex and specific primary assigned.	to the product of the	cessing of claims for y and other federal of nemployment insurally and work status; plailable job training ange system, determining facilitate reemployme; explains client right forms these duties for gned office. Utilizes to receipt, review, es on benefit entitlem S). Loads and extrainefit Information Systems for assigned working the solution of the systems of the	unemploy r trade reaction recorded or relevance relevance relevance relevance resigner resignation assigner resignation resignation recorded resignation recorded resignation resignation resignation recorded resignation recorded resignation resignation recorded resignation recorded resignation recorded recorded resignation recorded rec	adjustness mone ientational int servits in the sponsited work anguage ysis and ams additional ithin the AGENCY	nsurancement. Content. e beneral bene	efits, in its bene moneta seligibility rovides oplicant work servite servite servite servite servite systems wery are servite systems.	cludir fit right ry eligility fa infort and search to be ce de ho recessions De tems in Gen	ng but notes intergibility and actors; mation of coaches of action enefits elivery and action proutine, Departmincluding Tax. As ner than	ot views and on the s in plan rea need ent of g but	
DIRECTOR OF	services related limited to interstate with clients to de discern employmerovides information use of the IL Lab the registration pand reviews for corpograms. As directly other than the printerpretive service. 2. Performs function complex and specific spe	to the product of the	cessing of claims for y and other federal of nemployment insurally and work status; plailable job training ange system, determined facilitate reemploymer; explains client right forms these duties for gned office. Utilizes to receipt, review, es on benefit entitlem S). Loads and extrained in formation Systems for assigned were so that the systems of	unemploy r trade reaction recorded or relevance relevance relevance relevance resigner resignation assigner resignation resignation recorded resignation recorded resignation resignation resignation recorded resignation recorded resignation resignation recorded resignation recorded resignation recorded recorded resignation recorded rec	adjustness mone ientational int servits in the sponsited work anguage ysis and ams additional ithin the AGENCY	nsurancement. Contains and cont	e beneated induction of the application of the strength of the sist climated by tomation (I.e. delivers).	efits, in its bene moneta seligibility rovides oplicant work servite servite servite servite servite systems wery are servite systems.	ecludir fit right ry eligility far infort t and eearch to be ce de ho rece es of nois De ems i Gen ea oth	ng but notes intergibility and coaches of action enefits elivery and puest or routine, Departmincluding Tax. As ner than	ot views and on the sin plan rea ent of g but the

16. (CONTINUE	D)				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTI	AL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists wa applicants and employed performs these duties f	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-assessmoregarding training programs or selects or job orders for employers requestational referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the later assigned worksites within the sets to fairs and worksites. Utilizes Spare	job see nt skills ble job o le throus ent voc ected jo sting se ords pla executio L Labo rvice de	igh computer programs and contacts attional exploration tools; provides bs and job interview procedures; follows ervice from IDES to determine status of cements; as directed, solicits job n of hiring fairs. Coaches both r Exchange System. As directed,
10%	4.	routine, initial or continu written determinations;	conducts reconsidered determinati	s, and e	viding eligibility determinations for explains case disposition; provides discepts appeals. As directed, performs a other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena	vice ne yability ance fo	as related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and rall relevant IDES automated data files; assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	ctivity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are re	easonal	bly within the scope of the duties
conducting	g and	LE AND NUMBER OF IMN d signing performance evaluent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	isor 13600-44-54-105-20-01		
		PPROPRIATE BOX IF THI			
10. OFFECK 11	/ .	11110111,112 BOX II 1111	5. 55m5m6m		
☐ SUPE	RVIS	OR OR LEAD W	VORKER		
		rvisory or lead worker res percentage(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	ubordina	te incumbents or authorized funded
- Ilcadocui		sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	1 0	Subit tide	1 Oslabii I Valinbei		140. Of mounibonts of 1 unded vacancies
	IZED	KNOWLEDGES, SKILLS.	ABILITIES, LICENSURE OR CERTIFIC	CATION	NECESSARY FOR THE SUCCESSFUL
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH ID LICENSURE OR CERTI GER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NO	OW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
					experience as a department intermittent
business; or	four	years (6,000 work hours	s) as a department intermittent staff	membe	rades in social/behavioral sciences or er; or qualifying state employees, in the
					ncy tests and training programs leading
i io a certificat	e ot	proticiency Requires w	orking knowledge of those provisio	ns of th	e Unemployment Insurance (UI) Act

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



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

16. (CONTINUED	0)	- AND THE STATE OF BOOK OF	SSENTIAL FUNCTIONS (Continued)
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	by the Illinois Department of Employment
20%	Security (IDES) and par Exchange system. Ass employers and hiring fa	esses, researches and selects clier irs for job interviews; selects suitab	by the Illinois Department of Employment job seekers and employers using the IL Labor at skills; refers clients to training programs or le job openings as listed in the IL Labor le through computer programs and contacts ont vecational exploration tools; provides
	clients with information up on training programs referrals and need for a opportunities; assists wapplicants and employed performs these duties for	regarding training programs or seles or job orders for employers request idditional referrals; verifies and recort the planning, recruitment, and elers in the use of self-service of the longer assigned worksites within the selections.	ent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both L Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or
	need interpretive service		
10%	routine, initial or continu written determinations;	ued claims; investigates, researche conducts reconsidered determinati	es, providing eligibility determinations for s, and explains case disposition; provides ons and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena	I attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; les for assigned worksites within the service
05%	6. Establishes and mainta	ins activity reports to demonstrate	work activity and detail time charging.
05%	Performs other duties a enumerated above.	as required or assigned which are re	easonably within the scope of the duties
conducting	TITLE AND NUMBER OF IMM		for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
		isor 13600-44-54-105-30-01	
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:	
☐ SUPE	RVISOR OR LEAD W	VORKER	
	upervisory or lead worker res me percentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	as checked above, list position t	title, position number, and number of su	ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	755 (A)OM 55 050 010 10	ADULTIES LISENS INC.	04701445050484505715014050511
PERFORM ABILITIES CAN NO I	MANCE OF THE WORK OF TH S AND LICENSURE OR CERTI LONGER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno	wledge, skills and mental de		college with academic background in ours) of experience as a department intermittent

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

1. POSITION TITLE	WOR	RKING TITLE (IF ANY)	BILING			ION TITLE ON CODE	2. PO	SITION	NUMBE	:R
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Prog	ram Representative	29	9		SS	13650	0-44-5	4-107-10	0-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFF	ICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Comica Dalivanii Field								
IL Department of Employm Security	ent	Service Delivery/ Field Operations			0	022	2	R		
10. SECTION		11. UNIT				12. TRANS	ACTION		3. EFFEC DATE	TIVE
EXISTING POSITION						☐ MA021 E	STABL	ISH	11/01/	2022
						☐ MA022 E	XEMPT	CODE	CHANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIO	N NUM	BER CHA	NGE
Northern Region/ North Au Local Office	rora					⊠ MC026 0	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM		RUT/ EXEN		☐ MC027 A CHANGE	ADDITIO	NAL ID	ENTICAL	
		OODL				☐ MC028 V	VORK C	'TNUO	CHANGI	≣
EXISTING POSITION						☐ MD021 A	ABOLISH	H		
NEW/DEV/JOED DOOITION						☐ MC149 [OWNW	'ARD R	EALLOCA	TION
NEW/REVISED POSITION		RC062		ı	N	☐ MC150 L	ATERA	L REAL	LOCATIO	N
Lisle, IL					•	☐ MC158 U	JPWARI	O REAL	LOCATIO	N

Position # Page 1 of 5

% OF	16 COMPLETE CLIPPENT AND ACCUPATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	 Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs
	Provides services related to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of claims for unemployment insurance benefits, including the first lead to the processing of the
	 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 excileble in training and/or educational programs.
	 Provides information on available job training and/or educational programs Provides information on the use of the IL Labor Exchange system, determines relevant
	services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance
	 Explains client rights and responsibilities as they pertain to benefits programs
	 Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program
	 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
20%	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 - 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.
	 Assists with the planning, recruitment, and execution of hiring fairs

Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ES	SENTIAL FUNCTIONS					
	 Coaches both applicants and employers in the use of self-service System 	e of the IL Labor Exchange					
	 As directed, performs these duties for assigned worksites within other than the primary assigned office Travels to fairs and worksites 	the service delivery area					
	Utilizes Spanish language to assist clients who request or need in the state of the state o	nterpretive services					
10%	Adjudicates monetary and nonmonetary benefit claim issues, providition for routine, initial or continued claims	ng eligibility determinations					
	 Investigates, researches, and explains case disposition Provides written determinations 						
	 Conducts reconsidered determinations and accepts appeals 						
	As directed, performs these duties for assigned worksites within other than the primary assigned office	the service delivery area					
10%	5. Advises clients on work attitudes, habits, relationships and attire as referral	elated to a specific job					
	 Refers clients with more complex or specialized issues and/or se office or partner staff 	rvice needs to relevant					
	 Conducts employment workshops to enhance client employability 	/					
	Assists clients with registration and claims						
	 Processes data from file construction and maintenance for all relemployment Security (IDES) automated data files Extracts and utilizes data 	evant Illinois Department of					
	 Extracts and utilizes data As directed, performs these duties for assigned worksites within 	the service delivery area					
	other than the primary assigned office	3577135 4511751,7 4.154					
05%	6. Establishes and maintains activity reports to demonstrate work activity	ty and detail time charging					
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
preparing, co	ION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning conducting and signing performance evaluations; effectively recommending and imprevances for the incumbent of this position.)						
		TITLE (IF ANY)					
Public Serv		nent and Employment ations Manager					
18. CHECK	K THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervise	isor Lead Worker						

Position # Page 3 of 5

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

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

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

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

Minimum Qualifications

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

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

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

Qualifying state employees in the employee Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of specific proficiency tests and training programs.

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

Position # Page 4 of 5

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 12/19/2022		Knistin Richard by John	10/26/2022

Position # Page 5 of 5

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TI Existing Position	TLE	WORI	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION	CODE	2. POSITION NUMBER				
New/Revised Position Employment Program Rep	Security			29	9 SS 13650-44-54-107-41-31					1-31	
3. AGENCY			4. BUREAU/ DIVISION			5	CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											
New/Revised Position		:4	Service Delivery/ Fig	eld Oper	ations		0	045	Υ	R	
10. SECTION	nt of Employment Secur	ıty	11. UNIT				12. TRAN	SACTION	i	3. EFFECTIV	/E DATE
Existing Position							CODE				
										02/16	/2019
New/Revised Position Northern Reg	ion/ North Aurora Local	Office	Service Unit II				☐ MC0	21 ESTAE 22 EXEMI	PT COD		
14. WORK LOCA	ATION		15. BARGAINING/TERM	CODE				24 POSIT 26 CLARI		MBER CH	ANGE
Existing Position								27 ADDIT 28 WORK			CHANGE
New/Revised Position] [21 ABOLI 49 DOWN	SH		
North Aurora,	IL		RC062	$N \mid \bar{I}$	☐ MC1	50 LATER	AL REA	ALLOCATIO	NC		
% OF TIME	16. COMPLETE CURRI	ENT AND A	L ACCURATE STATEMEN	NT OF PC	SITION			58 UPWA FUNCTI		ALLOCATIO	JN
25%	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;								yment ent; gs for ograms; ervice ms ffice. etive		
25%	provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services. 2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As										
DIRECTOR OF C		s these du office.	erit information Systematics for assigned work titles for assigned work titles for assigned work titles for assigned work titles for assignment to the control of the contr	ksites wit		e servic	e deli	URE	a oth	er than t	ATE
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MS-104 (ReV. 10/9	ayıs 5/19	L.	LY:								

16. (CONTINUE			•						
% OF TIME	16.		ACCURATE STATEMENT OF POSITION						
20%	3.	Security (IDES) and par Exchange system. Assemployers and hiring fa Exchange system for an employers; trains clients clients with information up on training programs referrals and need for an opportunities; assists with applicants and employe performs these duties for	ther agencies. Assists or registers esses, researches and selects clie irs for job interviews; selects suitable pplicants requiring services available to use and interpret self-assessman regarding training programs or selector job orders for employers requed ditional referrals; verifies and receith the planning, recruitment, and ears in the use of self-service of the lor assigned worksites within the selector fairs and worksites. Utilizes Spare	s job seekent skills; ble job op ble throughent voca ected job esting ser ords place execution IL Labor ervice del	gh computer programs and contacts ational exploration tools; provides and job interview procedures; follows rvice from IDES to determine status of cements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed,				
10%	4.	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 maintai	ns activity reports to demonstrate	work act	ivity and detail time charging.				
05%		enumerated above.	s required or assigned which are re						
conducting	g and		EDIATE SUPERVISOR (Responsible ations; effectively recommending and		ning and reviewing work, preparing, disciplinary action and adjusting grievances				
		7, 10, 10 to		WORKIN	NG TITLE (IF ANY)				
Employment	Sec	urity Field Office Supervis	sor 13600-44-54-107-40-01						
		PPROPRIATE BOX IF THIS		L <u> </u>					
SUPE	RVIS	OR OR LEAD W	ORKER						
tii If a box w	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:								
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies				
N/A									
					NECESSARY FOR THE SUCCESSFUL W SEVERAL OPTIONS OF SKILLS AND				

CAN NO LONGER BE USED.

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

	TLE	WORK	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
Existing Position											
New/Revised Positior Employment Program Rep	Security			29 SS 13650-44-5				4-54-107-51-31			
3. AGENCY			4. BUREAU/ DIVISION			5, EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position											
New/Revised Position	nt of Employment Secur	ritv	Service Delivery/ F	ield Opera	ations	0	045	Υ	R		
10. SECTION	ik of Employmone ocour	,	11. UNIT			12. TRAN	SACTION	<u> </u>	3. EFFECTIV	/E DATE	
Existing Position				·		CODE			02/16	/2019	
New/Revised Position	gion/ North Aurora Loca	l Office	Service Unit III				21 ESTAE	L BLISH			
14. WORK LOCA		Office	15. BARGAINING/TERI	A CODE	Rutan Exempt	П мс	22 EXEMI 24 POSIT 26 CLARI	ION NU			
Existing Position	ATION		13. DANGAINING/LEN	WI CODE		MC0	27 ADDIT 28 WORK	IONAL COUN			
New/Revised Position	1					1 □ мс1	21 ABOLI 49 DOWN	WARD			
North Aurora			RC062		N	☐ MC1	50 LATER 58 UPWA	RD RE			
% OF TIME	16. COMPLETE CURR Under general super										
25%	limited to intersta with clients to det discern employm provides informat use of the IL Labe the registration pr and reviews for c programs. As dire other than the pri	dresses cloothe military icon on avairance techniques to formal icon on avairance techniques techniques to formal icon on avairance techniques to formal icon on avairance techniques to formal icon on avairance techniques techniques to formal icon on avairance techniques	lacement and follow- using automated sys ner staff; establishes sites within the servic Utilizes Spanish lang	-up servic tems; refe and main e delivery uage to as Insurance unemployi trade rea ce claims ovides oried d/or educ es relevar ent; assists s and res r assigned	es on available of a collection of the collectio	able job vith com y report than th who re er-Peys ance ber Conduct and non d clarified grams; protest for the anation of a as they within the	orders of plex issets. As directly orders or er service the primary of the primary of the provides of work services of work services or er se	ce necludir fit right ry eligibity eligibity far informand earch to be ce de	ening production of the control of t	ograms ervice ms effice. etive ovides ot views and on the s in plan	
25%	Employment Sec not limited to the	ns related t cial claims urity (IDES Illinois Ber s these du	to receipt, review, enson benefit entitlemes). Loads and extracenefit Information Systies for assigned wo	nt program ts claims tem (IBIS)	ms adminis data using), Illinois Jo	tered by automa b Link (l	the Illing ted syst JL) and	ois D ems i Gen	epartmencluding	but	
	primary accigned										

16. (CONTINUE									
% OF TIME	16. COMPLETE CURRENT AND ACCURAT								
20%	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.								
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.								
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.								
05%	6. Establishes and maintains activi	ty reports to demonstrate w	vork activity and detail time charging.						
05%	enumerated above.		asonably within the scope of the duties						
conducting	N TITLE AND NUMBER OF IMMEDIATE S g and signing performance evaluations; ef umbent of this position.)	SUPERVISOR (Responsible for fectively recommending and in	or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances						
			WORKING TITLE (IF ANY)						
Employment	Security Field Office Supervisor 1360	00-44-54-107-50-31							
18. CHECK TH	HE APPROPRIATE BOX IF THIS POSITION	ON IS A:							
☐ SUPEF	RVISOR OR LEAD WORKER								
NOTE: St	upervisory or lead worker responsibilit	ies <u>must</u> be described in a d	letailed duty statement(s) with a						
	me percentage(s) allotted.	an aumhar and austra af a d							
headcount		on number, and number of sub	pordinate incumbents or authorized funded						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A	ZED KNOWI EDGES SKILLS ARUTTES	LICENSUDE OD CEDTIEIO	ATION NECESSARY FOR THE SUCCESSION						
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	S AND LICENSURE OR CERTIFICATION LONGER BE USED.	I IDENTIFIED ON STANDARE	DS, THE PHRASE "SAME AS SPECIFICATION"						
11110	<u></u>								

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



1. POSITION TIT	LE	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITIO OPTION	N TITLE	2. POSI	TION NU	MBER			
Existing Position											
New/Revised Position Employment S Program Repr	•			29	S	s	13650	-44-55-	103-2	1-31	
3. AGENCY	CSCIIIAUVC	I	4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											
New/Revised Position			Service Delivery/ F	ield Oper	rations		0	050	Υ	R	
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10. SECTION Existing Position			II. UNII			\longrightarrow	CODE		- 		
Enoung Foation			,							02/16/	2019
New/Revised Position Northwest Re	gion/ Ottawa Local Offi	ce	Service Unit I				☐ MC0		PT COD	E CHANGI	
14. WORK LOCA	TION		15. BARGAINING/TER	M CODE		Rutan Exempt		24 POSIT 26 CLARI		MBER CHA	ANGE
Existing Position		· · · · · · · · · · · · · · · · · · ·					☐ MC0	27 ADDIT	IONAL I	IDENTICAL	
		- <u></u>					☐ MD0	21 ABOLI	SH		
New/Revised Position			RC062	RC062 N			☐ MC1	50 LATER	RAL REA	REALLOCATION	N
Ottawa, IL % OF TIME	16. COMPLETE CURRI	FNT AND A	L ACCURATE STATEME	ENT OF P	L OSITIOI	N ESSF				ALLOCATIO	N.
25%	Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assi										
	complex and spe Employment Sec not limited to the directed, perform primary assigned	cial claims curity (IDE: Illinois Be is these du I office.	to receipt, review, ender on benefit entitlements. Loads and extrainefit Information Systems for assigned work.	ent progra cts claims stem (IBIS orksites w	ams ad s data u S), Illind vithin th	Iministe using a ois Job ie servi	ered by automa Link (l ice deli	the Illir ted syst IJL) and ivery are	nois D ems i Gen	epartmonicularing Tax. As er than	ent of g but the
DIRECTOR OF	CMS SIGNATURE	1	E SUPERVISOR SIGNA		AGENCY				:		ATE
	rel forte:	1 ' A	AR 28 20.3			10.5	-Ju	in	ائۃ	03/2	22/2019
MS-104 (Rev. 10/5)	94) 1L 401-0794 1 425-19	F;;									

16. (CONTINUE	D)									
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	SSENTIA	L FUNCTIONS (Continued)					
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.									
10%	4.	routine, initial or continu written determinations;		s, and ex ons and						
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 acti	vity and detail time charging.					
05%	7.	Performs other duties a enumerated above.	as required or assigned which are re	easonabl	y within the scope of the duties					
17 POSITION	<u> </u>		MEDIATE SUPERVISOR (Responsible	for accion	ing and reviewing work, preparing					
conducting	g and				disciplinary action and adjusting grievances					
				WORKIN	IG 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	uner	visory or lead worker res	ponsibilities must be described in a	detailed	duty statement(s) with a					
		ercentage(s) allotted.	<u> </u>							
		necked above, list position	title, position number, and number of su	bordinate	incumbents or authorized funded					
headcoun				· · · · · · · · · · · · · · · · · · ·						
N/A	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies					
N/A 19 SPECIAL	7FD	KNOWI EDGES SKILLS	ABILITIES LICENSURE OR CERTIFIC	L MINOITAC	NECESSARY FOR THE SUCCESSFUL					
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH ID LICENSURE OR CERTI GER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NO\ RDS, THE	N SEVERAL OPTIONS OF SKILLS AND PHRASE "SAME AS SPECIFICATION"					
			evelopment equivalent to four years							
					xperience as a department intermittent					
					ides in social/behavioral sciences or ; or qualifying state employees, in the					
					cy tests and training programs leading					

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



New/Revised Position Employment Security Program Representative Existing Position 29 SS 13650-44-55-104-11-31	1. POSITION TIT	TLE .	WORK	(ING TITLE (IF ANY)	BILINGUAL	POSITION TIT		ITION NU	MBER			
Employment Security Program Representative 4. BUREAU DIVISION 5. AGENCY 4. BUREAU DIVISION 5. BUREAU DIVISION 6. BUREAU D	Existing Position				CODE	OF HONGOD	-					
Employment Security Program Representative 4. BUREAU DIVISION 5. AGENCY 4. BUREAU DIVISION 5. BUREAU DIVISION 6. BUREAU D	New/Revised Position				-	<u> </u>	-					
3. AGENCY 4. BUREAU/DIVISION 5. EXERTION 11. DEPARTMENT OF EMPLOYMENT OF THE PROPERTY OF THE P	Employment:	Security		29 SS			13650	13650-44-55-104-11-31				
Numberoused Position 11. UNIT				4. BUREAU/ DIVISION				6. WORK COUNTY		8.AUDIT	9. OFFICE USE	
IL Department of Employment Security Service Unit INIT	Existing Position											
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Northwest Region Rock Island Local Office Service Unit I Mod21 SEXEMPT CODE Mod22 SEXEMPT CODE Mod22 SEXEMPT CODE Mod23 SEXEMPT CODE Mod24 SEXEMPT CODE Mod25 SEXEMPT CODE Mod25 SEXEMPT CODE Mod26 Mod26 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 SEXEMPT CODE Mod27 Mod27 SEXEMPT CODE Mod27 Mod27 SEXEMPT CODE Mod27 Mod2		t of Employment Secur	rity		leid Oper	alions	1		l		E DATE	
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Northwest Region/ Rock Island Local Office 14. WORK LOCATION 15. BARGAINING/TERM CODE 16. BARGAINING/TERM CODE 16. BARGAINING/TERM CODE 17. BARGAINING/TERM CODE 18. BARGAINING/TERM CODE 18. BARGAINING/TERM CODE 18. BARGAINING/TERM CODE 19. BAR	Existing Position									02/16	2019	
14. WORK LOCATION	New/Revised Position						-					
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Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities a			ENT AND A	CCURATE STATEME	NT OF PO	SITION E				RELOCATIO) N	
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 DIGNATURE IMMEDIATE SUPERVISOR SIGNATURE MAR 28 2:3 MAR 28 2:3 O3/22/2019		insurance benefits, in conducts benefit right nonseparation benefit applicants, provides a loads and extracts claneeds to relevant offit these duties for assign Travels to fairs and was ervices. 1. Assesses and acception services related a limited to interstate with clients to dediscern employment provides informate use of the IL Labethe registration pand reviews for conformation. As directly other than the printerpretive services.	ncluding buts interview it claim issereferrals, paims data ice or partragned works worksites. Utdresses of the processes to the process to th	at not limited to intersive; provides orientatues. Using the IL Lablacement and follow using automated system staff; establishes sites within the servicutilizes Spanish language system, determination and work status; provided in the servicution of the system, determination of the system, determination of the system, determination of the system, determination of the system, determination of the system, determination of the system, determination of the system, determination of the system o	state, milition and clabor Excharce service deliver guage to a land mair ce deliver guage to a land marker ce claims rovides or nd/or educates relevates and responsibility assists assists as a supplication of the responsibility assists as a supplication of the responsibility assists as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplication of the responsibility as a supplica	tary and of larifies eli- ange systems on averages on averages on averages error clients action and when the second of the systems of the sys	ther feder gibility fac em, select ailable job s with com- vity report er than thats who re- gner-Peys urance beat. Conduct y and nor and clarification orgrams; is for the appropriate of the ses within the to assist of	ral or tra tors; adjusts suitate orders inplex issis. As directed ine primal quest or ser servine fits, in cts bene inmonetal es eligib provides applican of work service in ser	de rea udica: ble job or trai ues a recteo ry ass rece ne icludir fit righ ry elig ility fa s infor t and search in to be ice de tho rece	adjustmentes o opening production of the performation of the perfo	ent; gs for ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea need	
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16. (CONTINUE	D)										
% OF TIME		COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)						
20%	3.	Security (IDES) and pa Exchange system. As	sesses, researches and selects clie	i job see ent skills:	kers and employers using the IL Labor 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									
		up on training program	ns or job orders for employers reque	esting se	bs and job interview procedures; follows rvice from IDES to determine status of						
		referrals and need for a opportunities; assists v	additional referrals; verifies and rec with the planning, recruitment, and e	ords pla executio	cements; as directed, solicits job n of hiring fairs. Coaches both						
			ers in the use of self-service of the for assigned worksites within the se								
			ls to fairs and worksites. Utilizes Sp		nguage to assist clients who request or						
10%	4.		and nonmonetary benefit claim issu								
			nued claims; investigates, researche ; conducts reconsidered determinat		explains case disposition; provides I accepts appeals. As directed, performs						
		these duties for assign	ned worksites within the service deli	very are	a other than the primary assigned office.						
10%	5.				is related to a specific job referral; refers eds to relevant office or partner staff.						
		Conducts employment	workshops to enhance client empl	oyability.	. Assists clients with registration and						
		extracts and utilizes da	ata. As directed, performs these dut		all relevant IDES automated data files; ssigned worksites within the service						
		delivery area other tha	in the primary assigned office.								
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.						
05%		enumerated above.	as required or assigned which are r		•						
conducting	g and		MEDIATE SUPERVISOR (Responsible luations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grievances						
				WORK	NG TITLE (IF ANY)						
Employment	Sec	urity Field Office Superv	visor 13600-44-55-104-10-01								
18. CHECK TH	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:								
☐ SUPE	RVIS	SOR OR LEAD V	WORKER								
			sponsibilities <u>must</u> be described in a	detailed	l duty statement(s) with a						
		percentage(s) allotted. necked above, list position	title, position number, and number of s	ubordinat	te incumbents or authorized funded						
headcoun	ıt:										
N/A	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies						
N/A 19. SPECIAL	IZFD	KNOWLEDGES SKILLS	ABILITIES LICENSURE OR CERTIFI	CATION	NECESSARY FOR THE SUCCESSFUL						
PERFOR	MAN	CE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ARE NO	W SEVERAL OPTIONS OF SKILLS AND						
CAN NO	LON	GER BE USED.			E PHRASE "SAME AS SPECIFICATION"						
			evelopment equivalent to four years								
					experience as a department intermittent ades in social/behavioral sciences or						
					er; or qualifying state employees, in the						
					ncy tosts and training programs leading						

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

1. POSITION TITLE	WORKING TITLE (IF ANY)			GUAL		TION TITLE 2. POSITION NUMBER			NIIIMDED	
	WOR	MING TITLE (IF AINT)	COI	DE	OPTIO	ON CODE	INUIVIDER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Prog	ram Representative	29	9		SS	13650-44-55-106-10-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION		O a maile a Dalin a may Field								
IL Department of Employm Security	Service Delivery/ Field Operations			0	098	2	R			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE			-	
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			☐ MA022 EXEMPT CODE CHANGE			CHANGE				
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE			BER CHANGE		
Northwest Region/ Sterling Local Office		Service Unit I				☑ MC026 CLARIFY				
14. WORK LOCATION	ORK LOCATION 15. BARGAINING/TERM CODE			RUT/ EXEM	AN MPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 A			J	
								-	EALLOCATION	
NEW/REVISED POSITION					☐ MC150 L	_ATERA	L REALI	_OCATION		
Sterling, IL	RC062	N			☐ MC158 UPWARD REALLOCATION					

Position # Page 1 of 5

% OF	
76 OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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 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 Typicing eligible and responsibilities as they perfeit to be a fitte programs.
	 Explains client rights and responsibilities as they pertain to benefits programs Provides orientation and federally mandated services for the Reemployment Services and
	Eligibility Assessment (RESEA) program
	 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
20%	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

Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	 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%	 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 elients with registration and eleims.						
	 Assists clients with registration and claims Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (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 						
250/							
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 reasonably within the scope of the duties enumerated above 						
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
Employment Security Field Office Supervisor 13600-44-55-106-10-01							
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervise	or Lead Worker						

Position # Page 3 of 5

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

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

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

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

Minimum Qualifications

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

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

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

Qualifying state employees in the employee Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of specific proficiency tests and training programs.

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

Position # Page 4 of 5

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 01/20/2023		Knistin Richard by John	01/12/2023

Position # Page 5 of 5

4 DOOLTION TITLE	MODICINIO TITLE (IE ANNO			GUAL	POSIT	TION TITLE 2 POSITION NUMBER				
1. POSITION TITLE	WOR	KING TITLE (IF ANY)	co	DE	OPTI	ON CODE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Prog	ram Representative	2	9		SS	13650-44-55-108-20-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION		Comice Delivery/Field								
IL Department of Employm Security	Service Delivery/ Field Operations			0	072	2	R			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE			-	
EXISTING POSITION						☐ MA021 ESTABLISH 01/16/2023				
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NEW/REVISED POSITION			☐ MC024 POSITION NUMBER CHANGE			BER CHANGE				
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14. WORK LOCATION	4. WORK LOCATION 15. BARGAINING/TERM CODE			RUTA	AN MPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
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NEW/REVISED POSITION						☐ MC150 L				
Peoria, IL	RC062	N			☐ MC158 UPWARD REALLOCATION					

Position # Page 1 of 5

% OF	
76 OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	 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
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	 Explains client rights and responsibilities as they pertain to benefits programs Provides orientation and federally mandated services for the Reemployment Services and
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	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
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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
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Position # Page 2 of 5

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
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	other than the primary assigned office						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
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	WORKING TITLE (IF ANY)						
	nt Security Field Office Supervisor 13600-44-55-108-20-01						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
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Position # Page 3 of 5

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

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

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

20. CONDITIONS OF EMPLOYMENT

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Position # Page 4 of 5

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 01/20/2023		Knistin Richard by John	01/12/2023

Position # Page 5 of 5

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TIT	<u> </u>	I WODI	(ING TITLE (IF ANY)	BILINGUAL	POSITIO	ON TITLE	2 000	ITION NU	MDED		
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Peoria, IL			RC062			N	☐ MC1	50 LATER	RALRE	ALLOCATI:	ON
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70 01 11012	Under general super									ent Insu	ırance
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 Spanis						ngs for ograms; ervice rms office. retive ovides not views nd on the s in plan rea				
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	and only	F	ECENE	ล 🛚	Sus	hin Ro	chard	Dog M.	bus:	08/2	16/2020
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16. (CONTINUED)								
% 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 set up 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 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 execution of hiring fairs. Coaches both to IL Labor Exchange System. As directed, service delivery area other than the primary					
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.							
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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	□ SUPERVISOR OR □ LEAD WORKER							
tii	me p as cl	visory or lead worker responsibilities <u>must</u> be described in a percentage(s) allotted. hecked above, list position title, position number, and number of s						
	Pos	sition Title Position Number	No. of Incumbents or Funded Vacancies					
N/A	N/A							
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Requires kno	Requires knowledge, skills and mental development equivalent to four years college with academic background in							

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



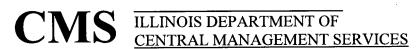
1. POSITION TITI	LE	WOF	RKING TITLE (IF ANY)	BILINGUAL CODE	POSIT	ON TITLE	2. POS	SITION NUMBER						
Existing Position								13650-44-56-220-41-31						
New/Revised Position Employment S Program Repr				29		ss	13650	-44-56 -	101-1	0-31				
3. AGENCY			4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
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New/Revised Position	at Francisco ant Consu	.:4	Service Delivery/ Fig	eld Opera	tions		0	092	Υ	R				
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25%	Under general super and Wagner-Peyser insurance benefits, ir conducts benefit righ benefit claim issues. openings, provides reprocesses and extracement of the lack of the registratical and reviews.	vision, for service no cluding by the interview of the in	r an assigned area, as eeds. Provides service out not limited to intersws; provides orientation the use of the IL Laboratement and following automated data are or partner staff; estagned worksites within repretive services for Suguage when necessant tetary eligibility and disple job training and/oringe system, determines to facilitate self-services to facilitate self-services all types of routine, control of the process of	sesses a es related state, mili- on and cla- or Exchai up services systems; blishes a the servi- panish sp ry, intervi- scern em education es appro- vice; assi and resp omplex a ient vouc	and add to the tary, of tary,	ddressed by the process of the proce	es clientessing of deral of deral of the cole job of activity and the cole job of activity area, other attory and the cole for the mation on bene aims or boility for	Unempor claims r trade r r trade r res; adju es candio res candio reports reports reports ret than d work s des infor e applica of work fits prog	oloymes for use adjudicate dates retrain issue s. As retrains the properties and and a search an	unemplo stment; es minor to job ning prog s and se needed, rimary oyment ; provide on on the d coach ch action	grams; grams; ervice es e use nes in			
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CM9-104 (Rev. 10/94) IL 401-0794														

16. (CONTINUE	D)									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)									
10%	 Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. 									
10%	relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.									
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.									
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.									
conducting	g and sigr	AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible ning performance evaluations; effectively recommending and of this position.)	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
			WORKING TITLE (IF ANY)							
PSA, Opt. 1	37015-	-44-56-101-00-01	Local Office Manager							
18. CHECK TH	IE APPR	OPRIATE BOX IF THIS POSITION IS A:								
SUPE	RVISOR	OR LEAD WORKER								
-		_								
		ory or lead worker responsibilities <u>must</u> be described in a entage(s) allotted.	detailed duty statement(s) with a							
If a box w	as check	ed above, list position title, position number, and number of si	ubordinate incumbents or authorized funded							
headcoun	t:									
	Position	Title Position Number	No. of Incumbents or Funded Vacancies							
N/A										
	·									
PERFORI ABILITIE:	MANCE O S AND LI	OWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFI DF THE WORK OF THIS POSITION. NOTE: SINCE THERE ICENSURE OR CERTIFICATION IDENTIFIED ON STANDAI BE USED.	ARE NOW SEVERAL OPTIONS OF SKILLS AND							
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.										

Existing Position	TLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITL OPTION CODE	2. POS	ITION NU	MBER				
Married Decided of Decide												
New/Revised Position Employment Program Rep	Security			29	ss	13650	13650-44-56-101-31-31					
3. AGENCY			4. BUREAU/ DIVISION	•		5, EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9, OFFICE USE		
Existing Position												
New/Revised Position L Departmer	nt of Employment Secur	rity	Service Delivery/ F	0	010	Υ	R					
10. SECTION			11. UNIT			12, TRAN CODE	SACTION	1	3. EFFECTIV	E DATE		
Existing Position									02/16/	2019		
New/Revised Position Northwest Re	egion/ Champaign Loca	l Office	Service Unit I	,			21 ESTAE 22 EXEM		DE CHANGI	<u> </u>		
4. WORK LOC	ATION	15. BARGAINING/TERM	M CODE	Rutan Exemp	∐ ⊠ MCd	26 CLARI	FY	IMBER CHA				
xisting Position		·			☐ MCd	28 WORK	COUN	IDENTICAL TY CHANG				
New/Revised Position		Dooca			☐ MC1		WARD	REALLOCA				
Champaign, I		RC062		N	☐ MC1	58 UPWA	RD REA	ALLOCATIC ALLOCATIC				
6 OF TIME	16. COMPLETE CURR Under general super								ont Inc.			
	applicants, provides r loads and extracts cla needs to relevant offi- these duties for assig Travels to fairs and w services.	using automated sys ner staff; establishes sites within the servic	tems; refe and main e delivery	ers clients tains activ area othe	with comity reporter than the	plex iss s. As dir e primai	ues a ectec y ass	nd/or se I, perforr signed of	rvice ns fice.			
						Nagner-Peyser service needs. Pronsurance benefits, including but needs. Conducts benefit rights interestary and nonmonetary eligibility aron and clarifies eligibility factors; all programs; provides information of ices for the applicant and coaches the formation of work search action bilities as they pertain to benefits esites within the service delivery aron to assist clients who request or						
25%	services related to limited to interstate with clients to define discern employmes provides informations of the IL Laborate registration programs. As directions of the programs.	o the proceed te, military termine under the ter	essing of claims for use and other federal or neemployment insurant and work status; progalable job training ange system, determination acilitate reemploymes; explains client rightforms these duties for	unemploy r trade rea ce claims ovides ori d/or educ es relevar ent; assist is and res r assigne	ment insuadjustment monetary entation a cational protest in the foponsibilitied worksite	ance ber Conduction and non and clarified ograms; profer the a for the a formation of the ses as the ses within the	nefits, in ts benef monetar es eligibi provides applicant f work s y pertain he servi	cludir fit rightly elig lity fa informand earch to be ce de	ng but no nts inten- pibility ar ctors; mation o coaches a action p enefits livery ar	ot views ad on the in olan		
25%	services related to limited to interstate with clients to det discern employmed provides informate use of the IL Laborathe registration per and reviews for comportants. As directly other than the printerpretive services. 2. Performs function complex and speemployment Second limited to the	o the proceed te, military termine under thistory tion on avaired to the compliance ected, performary assignes. Illinois Besthese dusted the compliance the	essing of claims for use and other federal or semployment insurant and work status; progallable job training an ge system, determine facilitate reemploymes; explains client right forms these duties for gned office. Utilizes S	unemploying trade real ce claims ovides oried or educies relevant; assist as and reseasing reasigned Spanish latery, analytent progrates claims tem (IBIS)	ment insuadjustment important important important services in the formal properties in the formal important in the formal impo	ance ber . Conduct and non and clarified ograms; p for the a mation of es as the s within to assist constitution of stered by grautoma ob Link (I	nefits, in its bene- monetar es eligibi- provides applicant f work s y pertain he servi- lients whe of all type the Illin ted syst- IJL) and	cludir fit righ ry elig lity fa inform and earch to be ce de no rec es of lois D ems i Gen ⁻	ng but no nts inten- gibility ar- ctors; mation of coaches a action penefits livery ar- quest or routine, repartmencluding Tax. As	or the in olan need		
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25%	services related to limited to interstate with clients to det discern employme provides informate use of the IL Labor the registration per and reviews for comportants. As directly other than the printerpretive services. 2. Performs function complex and speed Employment Second limited to the directed, performs.	o the proceed te, military termine under thistory tion on avair or Exchandrocess to footble to the compliance of the cested of t	essing of claims for a and other federal or semployment insurant and work status; probable job training an ge system, determine acilitate reemploymes; explains client right forms these duties for gned office. Utilizes so to receipt, review, end on benefit entitlemes). Loads and extractionerit Information Systems	unemploying trade reaction continuous or con	ment insuadjustment important important important services in the formal properties in the formal important in the formal in the f	ance ber . Conduct and non not clarified by for the attention of the second sec	nefits, in its bene- monetar es eligibi- provides applicant f work s y pertain he servi- lients whe of all type the Illin ted syst- IJL) and very are	cludir fit righ ry elig lity fa inform and earch to be ce de no rec es of lois D ems i Gen ea oth	ng but no nts inten- pibility ar- ctors; mation of coaches a action penefits livery ar- quest or routine, repartmencluding Tax. As er than the	or the in olan ea need		

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

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



Existing Position	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TI OPTION CO	E 2. POS	111011110	MIDEL			
J	i			1						
New/Revised Position Employment S			29	ss	13650)-44-56-	103-2	1-31		
Program Repr	resentative	4. BUREAU/ DIVISION	· · · · · · · · · · · · · · · · · · ·		5. EXMT	6. WORK	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position					CODE	COUNTY	AUTH		USE	
New/Revised Position					0	084	Y	1 _		
	t of Employment Secu	nity	rvice Delivery/ Field Operations					R		
10. SECTION		11. UNIT			12, TRAN	ISACTION	1:	3. EFFECTIV	E DATE	
Existing Position								02/16	/2019	
New/Revised Position Southern Reg	ion/ Springfield Local	Office Service Unit I	Service Unit I					E CHANG		
14. WORK LOCA	ATION	15. BARGAINING/TEF	RM CODE	Ruta Exer)24 POSIT)26 CLARI		MBER CH	ANGE	
Existing Position					□ мс	27 ADDIT	COUN			
New/Revised Position			·)21 ABOLI 149 DOWN	WARD			
Springfield, IL		RC06	52			150 LATEF 158 UPWA				
% OF TIME	16. COMPLETE CURI	RENT AND ACCURATE STATEM rvision, for an assigned area, a	ENT OF PO	SITION E	SSENTIAL	FUNCT	ONS			
	nonseparation bene	and Wagner-Peyser service needs. Provides services related to the processing of claims for une surance benefits, including but not limited to interstate, military and other federal or trade readjonducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates on separation benefit claim issues. Using the IL Labor Exchange system, selects suitable job opplicants, provides referrals, placement and follow-up services on available job orders or training ads and extracts claims data using automated systems; refers clients with complex issues and eds to relevant office or partner staff; establishes and maintains activity reports. As directed, peese duties for assigned worksites within the service delivery area other than the primary assignavels to fairs and worksites. Utilizes Spanish language to assist clients who request or need in services. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service need services related to the processing of claims for unemployment insurance benefits, including limited to interstate, military and other federal or trade readjustment. Conducts benefit rights with clients to determine unemployment insurance claims monetary and nonmonetary eligibility factor provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on contents to programs. As directed, performs these duties for assigned worksites within the service delivother than the primary assigned office. Utilizes Spanish language to assist clients who requestion process.						tes o openings for ning programs; nd/or service I, performs signed office. I interpretive eds. Provides ng but not nts interviews gibility and actors; mation on the coaches in n action plan enefits livery area		
25%	loads and extracts of needs to relevant of these duties for ass Travels to fairs and services. 1. Assesses and a services related limited to interst with clients to discern employs provides inform use of the IL La the registration and reviews for programs. As dother than the printerpretive services.	claims data using automated syfice or partner staff; established igned worksites within the service worksites. Utilizes Spanish land addresses client Unemployment to the processing of claims for eate, military and other federal determine unemployment insuranent history and work status; pation on available job training abor Exchange system, determine process to facilitate reemployment compliance; explains client rigiting irected, performs these duties or imary assigned office. Utilizes wrices.	estems; ref s and mair ice deliver guage to a t Insurance r unemploy or trade re- ance claims orovides or and/or edu- ines releva- nent; assis hts and re- for assignes s Spanish I	ers client atains act y area ot ussist clie e and Warment insadjustmes monetation at serviculation to serviculate worksi anguage	s with consivity reporter than the summer of	ser servinests of works servinesta servinest	ce ne necludir sint and search to be the central	nd/or set, perfored interpretable of the control of	ms ffice. etive ovides ot views nd on the s in plan rea need	
25%	loads and extracts of needs to relevant of these duties for ass Travels to fairs and services. 1. Assesses and a services related limited to interst with clients to discern employs provides inform use of the IL La the registration and reviews for programs. As dother than the pinterpretive services and specific complex and specific complex and specific primary assigned.	claims data using automated syfice or partner staff; established gned worksites within the service worksites. Utilizes Spanish land ddresses client Unemployment to the processing of claims for eate, military and other federal determine unemployment insurament history and work status; pation on available job training abor Exchange system, determine process to facilitate reemployment compliance; explains client rigit in the performs these duties or in the process of the performs these duties or in the process. The process of the process of the performs the process of the performs the process of the performs the process of the performs the process of the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performs the performance of th	t Insurance transport trade record trade rec	ers client atains act y area of ussist client as adjustment instantion at instantional procession of the sponsibility and works anguage ysis and ams admission of the sponsibility of the sponsibility anguage areas admission of the sponsibility anguage areas admission of the sponsibility anguage areas admission of the sponsibility anguage areas admission of the sponsibility anguage areas and areas admission of the sponsibility anguage areas and areas admission of the sponsibility and the s	s with consivity reporter than the system of	ser servinelliser servinelles en ser	ce ne necludir right rig	nd/or set, perfor signed of interpretation actors; mation action enefits elivery a quest or routine, pepartmincludin Tax. As ner than	ms ffice. etive ovides ot views nd on the s in plan rea need ent of g but the	
25% DIRECTOR ∮ F	loads and extracts of needs to relevant of these duties for ass Travels to fairs and services. 1. Assesses and a services related limited to interst with clients to discern employs provides inform use of the IL La the registration and reviews for programs. As dother than the programs interpretive services and specific complex and specific complex and specific continuited to the directed, performs.	claims data using automated syfice or partner staff; established igned worksites within the service worksites. Utilizes Spanish land addresses client Unemployment to the processing of claims for eate, military and other federal determine unemployment insurament history and work status; pation on available job training abor Exchange system, determine process to facilitate reemployn compliance; explains client right inceted, performs these duties or imary assigned office. Utilizes wrices. The construction of the construction of the country (IDES). Loads and extrate Illinois Benefit Information Syms these duties for assigned with the country (IDES).	entry, analystem programment p	ers client atains act y area of y ar	s with consivity reported than the substitution of the substitutio	ser servine provides applican of work servicients work se	ce ne necludir fit right in to be ice de ho recent in the best of the mois E tems in Gen ea other in the cent in t	nd/or set, perfor signed of interpretation actors; mation action enefits elivery a quest or routine, pepartmincludin Tax. As ner than	ms ffice. etive ovides ot views nd on the s in plan rea need ent of g but	

% OF TIME	16. (COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	SSENTIA	L FUNCTIONS (Continued)					
20%	3.	Assists clients with vari	ous programs and services offered	by the II	linois Department of Employment					
2070	.	Security (IDES) and na	rtner agencies. Assists or registers	iob seek	ers and employers using the IL Labor					
		Exchange system Ass	sesses, researches and selects clie	nt skills:	refers clients to training programs or					
		employers and hiring fa	airs for job interviews; selects suitab	le iob or	penings as listed in the IL Labor					
		Exchange system for a	policants requiring services availab	le throug	h computer programs and contacts					
		employers: trains client	o use and interpret self-assessment vocational exploration tools; provides parding training programs or selected jobs and job interview procedures; follows							
		clients with information	regarding training programs or sele	cted iob	s and job interview procedures; follows					
	l	up on training program	s or job orders for employers reque	sting ser	vice from IDES to determine status of					
•		referrals and need for a	additional referrals; verifies and reco	ords plac	ements; as directed, solicits job					
		opportunities; assists w	ith the planning, recruitment, and e	xecution	of hiring fairs. Coaches both					
		applicants and employe	ers in the use of self-service of the I	L Labor	Exchange System. As directed,					
		performs these duties f	or assigned worksites within the se	rvice del	ivery area other than the primary					
	1			anish lan	guage to assist clients who request or					
		need interpretive service	ces.							
	ŀ									
10%	4.	Adjudicates monetary	and nonmonetary benefit claim issu	es, provi	iding eligibility determinations for					
	1	routine, initial or contin	ued claims; investigates, researche	s, and ex	xplains case disposition; provides					
					accepts appeals. As directed, performs					
		these duties for assign	ed worksites within the service deliv	ery area	other than the primary assigned office.					
400/	_ ا	Advisos eliente en wert	cattitudas habita ralationahina and	ottiro or	related to a appoific job referral: refere					
10%	ο.	Advises clients on work	k attitudes, nabits, relationships and	rattire as	s related to a specific job referral; refers eds to relevant office or partner staff.					
		Cherits with more comp	workshops to ophance client emple	vice rice	Assists clients with registration and					
		conducts employment	from file construction and maintant	nce for	all relevant IDES automated data files;					
					ssigned worksites within the service					
			n the primary assigned office.	es ioi as	ssigned worksites within the service					
	İ	delivery area offici that	if the primary assigned office.							
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work act	ivity and detail time charging.					
			• ,							
05%	7.		as required or assigned which are re	easonab	ly within the scope of the duties					
47 BOOTIO	1	enumerated above.	AEDIATE OLIDED (IOOD (D	<u> </u>						
			MEDIATE SUPERVISOR (Responsible		ning and reviewing work, preparing, disciplinary action and adjusting grievances					
		ent of this position.)	dations, electively recommending and	imposing	disciplinary action and adjusting grievances					
			I	WORKIN	NG TITLE (IF ANY)					
Employment	Sec	urity Field Office Superv	isor 13600-44-56-103-20-01	7701111	10 11122 (11 / 1111)					
		PPROPRIATE BOX IF THE								
16. CHECK II	7E A	PPROPRIATE BOX IF THI	S POSITION IS A.							
☐ SUPE	RVIS	OR OR LEAD V	VORKER							
			ponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a					
		ercentage(s) allotted.	title medition number and number of a	المسطان مطا	s in a combands on a college in add from the					
headcour		lecked above, list position	title, position number, and number of su	ibordinate	e incumbents or authorized funded					
neadcour		sition Title	Position Number		No. of Incumbents or Funded Vacancies					
N/A	08	sidon nde	F OSITION NUMBER		140. Of Incumberits of Funded Vacancies					
	IZED	KNOWLEDGES, SKILLS.	ABILITIES, LICENSURE OR CERTIFIC	CATION	NECESSARY FOR THE SUCCESSFUL					
					W SEVERAL OPTIONS OF SKILLS AND					
			FICATION IDENTIFIED ON STANDAR	RDS, THE	PHRASE "SAME AS SPECIFICATION"					
		GER BE USED.								
			evelopment equivalent to four years							
					experience as a department intermittent					
					ades in social/behavioral sciences or					
					r; or qualifying state employees, in the					
employee Up	war	u wooliity Program may	complete combinations of specific	OTICIEN	cy tests and training programs leading					

16 (CONTINUED)



1. POSITION TIT	LE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITIO	ON TITLE ON CODE	2. POS	TION NU	MBER		
Existing Position	<u></u>						2. CONTOUNDER				
New/Revised Position Employment Program Rep	Security			29	s	s	13650	-44-57-	102-3	1-31	
3. AGENCY	resemblive	1	4. BUREAU/ DIVISIO	N			5. EXMT	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position						-	COOL		AUTH	-	USE
New/Revised Position			Sandaa Daliyand	Field One			_	044			4
	nt of Employment Secu	rity	Service Delivery/	геа Оре	erations	<u> </u>	0 041 2 R				
10. SECTION Existing Position			11. UNIT				CODE	SACTION		EFFECTIV	/E DATE
Existing Position										05/01/	2020
New/Revised Position											
Southern Reg	ion/Mount Vernon Lo	cal Office	Service Unit II					21 ESTAE 22 EXEM		E CHANG	E
14. WORK LOCA	TION		15. BARGAINING/TE	RMCODE		Rutan Exempt		24 POSIT 26 CLAR		MBER CH	ANGE
Existing Position							☐ MC0	27 ADDΠ	TONAL		L CHANGE
							☐ MD0	28 WORI 21 ABOLI	SH		
New/Revised Position Mount Verno	a II		RC06	52		N	☐ MC1	49 DOWN	RALREA	ALLOCATIO	ON
% OF TIME	16. COMPLETE CURR	ENT AND	L		OSITIO	N ESSI		58 UPWA		ALLOCATIO	ON
70 07 THVIL										ent Insu	rance
25%	insurance benefits, ir conducts benefit righ nonseparation benefit applicants, provides loads and extracts clineeds to relevant off these duties for assignavels to fairs and viservices. 1. Assesses and acceptated limited to interstate with clients to dediscern employment of the IL Labethe registration pand reviews for a programs. As direction of the than the printerpretive services.	ncluding botts intervier it claim issued at a aims data ice or partigned worksites. It didresses of the process to the process to compliance ected, per imary assices.	or an assigned area, assesses and addresses client Unemployment Insuranceds. Provides services related to the processing of claims for unemploy but not limited to interstate, military and other federal or trade readjustme lews; provides orientation and clarifies eligibility factors; adjudicates issues. Using the IL Labor Exchange system, selects suitable job opening, placement and follow-up services on available job orders or training programs automated systems; refers clients with complex issues and/or servicer staff; establishes and maintains activity reports. As directed, performations within the service delivery area other than the primary assigned off is. Utilizes Spanish language to assist clients who request or need interpresentations and other federal or trade readjustment. Conducts benefit rights interviously and work status; provides orientation and clarifies eligibility factors; available job training and/or educational programs; provides information or lange system, determines relevant services for the applicant and coaches of facilitate reemployment; assists in the formation of work search action pose; explains client rights and responsibilities as they pertain to benefits enforms these duties for assigned worksites within the service delivery are signed office. Utilizes Spanish language to assist clients who request or response in the service delivery are signed office.						ent; ngs for ograms; ervice ms office. etive ovides oviews nd on the s in plan rea need		
25%	complex and spe Employment Sec not limited to the directed, perform primary assigned	ecial claims curity (IDE Illinois Be as these do d office.	The state of the s					y the Illir ted syst IJL) and ivery are	nois D ems i Gen1	epartmencluding Fax. As er than	ent of g but the
DIRECTOR OF C	MS SIGNATURE	IMMEDIAT	ATE SUPERVISOR SIGNATURE AGENCY HEAD						i	D.	ATE
1.7	39		AY 1 9 2020 1		. , ,			m	<u> </u>	05/1	5/2020
MS-104 (Rev. 10/9	(4) IL 401,0794 (100L)	4	R	7							

3. Assists clients with various programs and services offered by the Illinois Departs of the Illinoi	16. (CONTINUE				
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				
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DEDECTIONS OF THE THE INCIDENCE INCIDENCE INTO MILLER CIMICS THEOR AND MINICENSORS INDIVIDUAL OF CALLER 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.



1. POSITION TIT	TLE	WORK	(ING TITLE (IF ANY)	BILINGUAL	POSITION	N TITLE CODE	2. POS	TION NU	MBER			
Existing Position	- 											
New/Revised Position Employment S Program Rep				29	S	s	13650	-44-60-	101-1	1-31		
3. AGENCY	resentative		4. BUREAU/ DIVISIO	N N			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position												
New/Revised Position			Service Delivery/	Field One	rations		0	022	Y	R		
	t of Employment Secur	rity		rieid Ope	- auons			SACTION	•	3. EFFECTIV	/E DATE	
10. SECTION Existing Position			11. UNIT 12. TRANSACTION CODE						-			
Existing Position										02/16/	/2019	
New/Revised Position Lombard Ca	Il Center - Section A	Service Unit A-1					21 ESTAE 22 EXEM		E CHANG	- 		
44 MORK LOC	ATION	15. BARGAINING/TE	RM CODE		Rutan	☐ MC		ION NU	MBER CH			
14. WORK LOCA Existing Position	ATION		15. BARGAINING/TE	KIVI CODE			☐ MC	27 ADDIT	IONAL		CHANGE	
							☐ MD0	21 ABOLI	SH	TY CHANG		
New/Revised Position		-	RC06	32		N				REALLOC. ALLOCATION		
Lombard, IL	16. COMPLETE CURR	ENT AND			OSITIO					ALLOCATION	DN	
% OF TIME	Under general super	LINI AND A	an assigned area	SSESSES :	and add	resses	client	Unemr	lovme	ent Insu	rance	
25%	conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicate nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job or applicants, provides referrals, placement and follow-up services on available job orders or traini loads and extracts claims data using automated systems; refers clients with complex issues and 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 assign Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need is services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service need services related to the processing of claims for unemployment insurance benefits, including limited to interstate, military and other federal or trade readjustment. Conducts benefit rights with clients to determine unemployment insurance claims monetary and nonmonetary eligible discern employment history and work status; provides orientation and clarifies eligibility factors are registration process to facilitate reemployment; assists in the formation of work search 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 delivother than the primary assigned office. Utilizes Spanish language to assist clients who required.							ining production of the control of t	ograms; ervice ms office. etive ovides ot views nd on the s in plan			
25% 2. Performs functions related to receipt, review, entry, analysis and resolution of all types of roucomplex and special claims on benefit entitlement programs administered by the Illinois Dep Employment Security (IDES). Loads and extracts claims data using automated systems include not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax directed, performs these duties for assigned worksites within the service delivery area other primary assigned office. DIRECTOR OF CMS PIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE							Departm includin Tax. As ner than	ent of g but				
	and the	IVIVIEDIA	E SUPERVISOR SIGN			ma	maschan					
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MS-104 (Rev. 40)	194) IL 401-0794 4-25-19	1. 11	MAIN Z & ZUIS	1								
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16. (CONTINUE	D)									
% OF TIME	16.	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
20%	3.	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.								
10%	4.	Adjudicates monetary and nonmonetary benefit claim issurroutine, initial or continued claims; investigates, researche written determinations; conducts reconsidered determinations these duties for assigned worksites within the service delivered.	s, and explains case disposition; provides ions and accepts appeals. As directed, performs							
10%	5.	Advises clients on work attitudes, habits, relationships and clients with more complex or specialized issues and/or set Conducts employment workshops to enhance client employerams; processes data from file construction and maintenextracts and utilizes data. As directed, performs these dutidelivery area other than the primary assigned office.	rvice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files;							
05%	6.	Establishes and maintains activity reports to demonstrate	work activity and detail time charging.							
05%		Performs other duties as required or assigned which are renumerated above.								
conducting	g and	LE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible disigning performance evaluations; effectively recommending and ent of this position.)								
			WORKING TITLE (IF ANY)							
Employment	Sec	urity Field Office Supervisor 13600-44-60-101-10-01								
		PPROPRIATE BOX IF THIS POSITION IS A:								
☐ SUPEI		<u>_</u>	•							
ti	me p as cl t:	rvisory or lead worker responsibilities <u>must</u> be described in a percentage(s) allotted. necked above, list position title, position number, and number of so	ubordinate incumbents or authorized funded							
	Pos	sition Title Position Number	No. of Incumbents or Funded Vacancies							
N/A										
PERFORI ABILITIES CAN NO I	MAN S AN LON	NOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ID LICENSURE OR CERTIFICATION IDENTIFIED ON STANDAMERS BE USED.	ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							
social/behavi staff member	oral and	dge, skills and mental development equivalent to four years sciences or business; or requires two years (3,000 work he a minimum of two years college credits completed with payears (6,000 work hours) as a department intermittent staff years (6,000 work hours) as a department intermittent staff years (6,000 work hours).	ours) of experience as a department intermittent ssing grades in social/behavioral sciences or							



1. POSITION TIT	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	TION NU	MBER		
Existing Position										
New/Revised Position Employment S Program Rep				22	PO	13650	-44-60-	101-1	1-41	
3. AGENCY	resemanye	I	4. BUREAU/ DIVISION			5. EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position			Service Delivery/ Ca	all Center	Operations					
New/Revised Position		14	Service Delivery/ F		•	0	022	Y	R	
IL Departmen	t of Employment Secur	ity	11. UNIT	- Open	4,10110	12. TRAN		_	3. EFFECTIV	<u> </u> 'E DATE
Existing Position						CODE 02/16/				
Lombard Call	Center - Section A								02/16/	2019
New/Revised Position Call Center Ope	rations/Lombard Call Ctr.	- Section A	Service Unit A-1			☐ MC0		PT COD	E CHANGI	
14. WORK LOCA	ATION		15. BARGAINING/TERM	M CODE	Rutan Exempt	⊠ MC0	26 CLARI	FΥ	MBER CHA	
Existing Position						☐ MC0	28 WORK	COUN	IDENTICAL TY CHANG	
New/Revised Position							21 ABOLI 49 DOWN		REALLOCA	ATION
Lombard, IL			RC062 N MC149 DOWNWARD REALLO						ALLOCATIO	NC
% OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PO	SITION ESS	ENTIAL	FUNCTI	ONS		
25%	services related t	ts interview t claim iss referrals, p aims data ce or parti ned works vorksites.	ws; provides orientationes. Using the IL La blacement and follow using automated system staff; establishes sites within the servicutilizes Polish languation Unemployment dessing of claims for	ion and claus Excharacter in service and main ce delivery age to assunemploy	arifies eligib ange systen es on availa ers clients w tains activity area other ist clients w and Wagna ment insura	ility factors, selecto	tors; adj ts suitat orders plex iss s. As dii e primal lest or n er servi nefits, in	udica ble jok or trai ues a recteo ry ass eed ii ce ne	tes o openin ning pro nd/or se I, perfori signed o nterpreti eds. Pro ng but n	igs for ograms; ervice ms ffice. ive
	services related to the processing of claims for unemployment insurance benefits, including but no limited to interstate, military and other federal or trade readjustment. Conducts benefit rights intervitively 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 of use of the IL Labor Exchange system, determines relevant services for the applicant and coaches the registration process to facilitate reemployment; assists in the formation of work search action programs for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery are other than the primary assigned office. Utilizes Polish language to assist clients who request or ne interpretive services.							nd on the s in plan rea		
 Performs functions related to receipt, review, entry, analysis and resolution of all types of routing complex and special claims on benefit entitlement programs administered by the Illinois Department Security (IDES). Loads and extracts claims data using automated systems included not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. A directed, performs these duties for assigned worksites within the service delivery area other that primary assigned office. 							epartme includine Tax. As	ent of g but		
DIRECTOR OF	CMS SIGNATURE	IMMEDIA	TE-SUPERVISOR SIGNA	TURE A	ENCY HEAD SIGNATURE DATE Chan					DATE
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CMS,104 (Rey, 40/94) TL 401-0794 WAR 2 8 2013										
Khis May			년 년							

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTI	AL FUNCTIONS (Continued)
20%	3.	Assists clients with var	ious programs and services offered	by the	Illinois Department of Employment
2070	J .	Security (IDES) and pa	ertner agencies. Assists or registers	iob see	kers and employers using the IL Labor
		Exchange system Ass	sesses researches and selects clie	nt skills	refers clients to training programs or
	•		airs for job interviews; selects suitat		
		Exchange system for a	applicants requiring services availab	le throu	gh computer programs and contacts
	1		ts to use and interpret self-assessm		
		clients with information	regarding training programs or sele	ont voo	bs and job interview procedures; follows
					rvice from IDES to determine status of
1	1		additional referrals; verifies and rec		
			vith the planning, recruitment, and e		
			ers in the use of self-service of the		
			for assigned worksites within the se		
					juage to assist clients who request or
		•		iisii iarig	juage to assist clients who request of
		need interpretive service	ces.		
400/		A dividir atau managatam.			iding aliaihilib, datauminatiana far
10%	4.		and nonmonetary benefit claim issu		
			ued claims; investigates, researche		
					accepts appeals. As directed, performs
		these duties for assign	ed worksites within the service deliv	very are	a other than the primary assigned office.
	l _				
10%	5.				is related to a specific job referral; refers
					eds to relevant office or partner staff.
					. Assists clients with registration and
					all relevant IDES automated data files;
				ies for a	ssigned worksites within the service
		delivery area other tha	n the primary assigned office.		
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.
050/	_	5 (" " " " "			the state of the state of the state of
05%	/.		as required or assigned which are r	easonai	bly within the scope of the duties
17 DOSITION	<u> </u>	enumerated above.	MEDIATE SUPERVISOR (Responsible	for occio	ning and reviewing work propering
					g disciplinary action and adjusting grievances
		ent of this position.)			, 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	KDS, IH	E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years	college	with academic background in
					experience as a department intermittent
					rades in social/behavioral sciences or
					er; or qualifying state employees, in the
					ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
					mployment service needs. Requires the
					riployment service needs. Requires the ive work search plan for clients and
					ertinent information for the determination
	J. 11	appropriate Work scale	i onorio, onconvery organize and ar	iaigeu p	oranon information for the determination

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

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

16. (CONTINUED)

with Polish speaking clients.

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

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued) Illinois Department of Employment						
20%	Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.										
10%	 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 Conducts employment claims; processes data extracts and utilizes data	lex or specialized issues and/or set workshops to enhance client emplo from file construction and mainten	vice ne yability ance foi	as related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service						
05%	6.	Establishes and mainta	ins activity reports to demonstrate	work ac	tivity and detail time charging.						
05%	7.	Performs other duties a enumerated above.	s required or assigned which are re	easonal	oly within the scope of the duties						
conducting	g and		EDIATE SUPERVISOR (Responsible uations; effectively recommending and		ining and reviewing work, preparing, g disciplinary action and adjusting grievances						
				WORK	ING TITLE (IF ANY)						
Employment	Sec	urity Field Office Supervi	sor 13600-44-60-101-20-01		•						
18. CHECK TH	IE A	PPROPRIATE BOX IF THIS	S POSITION IS A:								
SUPE	RVIS	OR OR LEADW	/ORKER								
			ponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a						
		percentage(s) allotted.	itle, position number, and number of su	bordina	te incumbents or authorized funded						
headcoun		iecked above, list position t	ide, position number, and number of st	iboruma	le incumbents of authorized funded						
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies						
N/A											
PERFORM ABILITIES CAN NO I	MANG AN ONO	CE OF THE WORK OF THE D LICENSURE OR CERTI GER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"						
			velopment equivalent to four years								
					experience as a department intermittent rades in social/behavioral sciences or						
					er; or qualifying state employees, in the						
					ncy tests and training programs leading						

16 (CONTINUED)



New/Revised Position Position	1. POSITION TITL	E	WOR	KING TITLE (IF A	NY)	BILINGUAL CODE	POSITIO	ON TITLE N CODE	2. POSITION NUMBER						
Employment Security Program Representative 4. BUREAUJ DIVISION 5. SETTION 1. Department of Employment Security Service Delivery/ Field Operations 0. 022 Y R 1. Department of Employment Security Service Delivery/ Field Operations 0. 022 Y R 1. SECTION 1. SECTION 1. UNIT 0. UNIT SECTION 1. UNIT 0. UNIT SECTION 1	Existing Position														
3. AGENCY 4. BUREAU DIVISION 5. BUREAU DIVISION 5.	Employment S					29	s	S	13650	13650-44-60-101-31-31 EXMT 6, WORK 7, AM 8, AUDIT 9, OF US 0 022 Y R 2. TRANSACTION 13. EFFECTIVE DATE 02/16/201 MA021 ESTABLISH 02/16/201 MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANGE MC028 MC026 MC026 MC027 ADDITIONAL IDENTICAL CHANGE MC028 MC029 MC029 MC049 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION MC150 UPWARD REALLOCATION UPWARD REALLOCATION					
IL Department of Employment Security		300 man vo		4. BUREAU/ DI	VISION					MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHA MC028 WORK COUNTY CHANGE MC021 ABOLISH MC149 DOWNWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION MC158 UPWARD REALLOCATION TIAL FUNCTIONS lient Unemployment Insurance ing of claims for unemployment elects suitable job openings for protection of complex issues and/or service ports. As directed, performs in the primary assigned office to request or need interpretive elects suitable interpretive elects eligibility factors; in the primary assigned office to request or need interpretive elects eligibility factors; ins; provides information on the he applicant and coaches in on of work search action plan they pertain to benefits hin the service delivery area ist clients who request or need ion of all types of routine, eld by the Illinois Department of comated systems including but or and they pertain to benefits or and types of routine, eld by the Illinois Department of comated systems including but					
IL Department of Employment Security Service Delivery/ Field Operations 10 22 Y 1 1 1 1 1 1 1 1 1	Existing Position		,												
10. SECTION 11. UNIT 21. TANABACTION 12. ETRECTIVE DATE CORE CORE CORE CORE CORE CORE CORE COR		of Employment Consu		Service Deliv	verv/ Fie	eld Opera	ations		0	022	Υ	R			
Control Cont		or Employment Secur	ıτy	L							1 1:	I 3. EFFECTIV	/E DATE		
Lombard Call Center - Section A									CODE		-	02/16	/2019		
MACH SERVICE UNIT A-3 MACH MA	New/Revised Position										L	02/10/			
15. BARGAINING/TERM CODE		Center - Section A		☐ MC022 EXEMPT CODE CHAN											
MCC28 MORK COUNTY CHANGE More MORD	14. WORK LOCAT	TON		15. BARGAININ	NG/TERM	CODE			⊠ MC0	26 CLARI	FY				
RC062 N	Existing Position														
COP TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	New/Revised Position		· · · · · ·						☐ MC1	49 DOWN	WARD				
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					RC062			N	☐ MC1	50 LATER	RAL REA	ALLOCATION	NC		
and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spani		16. COMPLETE CURR	ENT AND	ACCURATE ST	ATEMEN	NT OF PC	SITIO	N ESS	ENTIAL	FUNCT	ONS				
complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE DATE	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. 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													
Thomaschan	25%	complex and spe Employment Sec not limited to the directed, perform	ecial claims curity (IDE Illinois Be ns these di	s on benefit er S). Loads and nefit Informati	ntitlement d extraction Syst	nt progra ts claims em (IBIS	ims ad data 6), Illin	dminis using ois Jo	tered by automa b Link (/ the Illir ted syst IJL) and	nois D tems i I Gen	epartm ncludin Tax. As	ent of g but		
mel sole: MAR 2 8 2019 1 1 10 103/22/2019	DIRECTOR OF C	MS SIGNATURE	IMMEDIÁT	E SUPERVISOR	SIGNAT						:		DATE		
77 71 TO 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Jan	l Jorle	K MA	R 2 x 2019	1.		TIM	orra ba	- Ju	em	إنت	03/3	22/2019		
	VIA WIA	4-17-17	∦												

16. (CONTINUE	D)								
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)					
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client	rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitat pplicants requiring services availab ts to use and interpret self-assessm	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 lent vocational exploration tools; provides ected jobs and job interview procedures; follows					
		up on training program referrals and need for a opportunities; assists w applicants and employed performs these duties f	s or job orders for employers reque additional referrals; verifies and recovith the planning, recruitment, and ears in the use of self-service of the lower assigned worksites within the sess to fairs and worksites. Utilizes Spans	sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or					
10%	4.	routine, initial or conting written determinations;	ued claims; investigates, researche conducts reconsidered determinati	es, providing eligibility determinations for s, and explains case disposition; provides ons and accepts appeals. As directed, performs very 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 activity and detail time charging.					
05%	7.	Performs other duties a enumerated above.	as required or assigned which are re	easonably within the scope of the duties					
conducting	g and	LE AND NUMBER OF IMM		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						
18. CHECK TI	HE A	PPROPRIATE BOX IF THI	S POSITION IS A:						
☐ SUPE	RVIS	OR OR LEAD V	VORKER						
		visory or lead worker res percentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a					
If a box w	as cl	necked above, list position	title, position number, and number of su	ubordinate incumbents or authorized funded					
		sition Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A									
19. SPECIAL PERFORI ABILITIES	MAN S AN	CE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
			evelopment equivalent to four years	college with academic background in					
social/behav	ioral	sciences or business; o	r requires two years (3,000 work ho	ours) of experience as a department intermittent					
staff member	r and	d a minimum of two year	s college credits completed with pa	ssing grades in social/behavioral sciences or					



1. POSITION TIT	TLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITL	E 2. POS	ITION NU	MBER				
Existing Position												
New/Revised Position Employment Program Rep	Security			29	SS	13650	O 022 Y R 2. TRANSACTION 13. EFFECTIVE DATE OF CODE 13. EFFECTIVE DATE OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CLARIFY OF CODE CHANGE OF CODE					
3. AGENCY	- Cochiative	1	4. BUREAU/ DIVISION			5. EXMT CODE	ATURE County Cou					
Existing Position												
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		Service Unit A-4		Rutan	🗀 мсс	22 EXEM	PT COD				
14. WORK LOCA	ATION		15. BARGAINING/TER	M CODE	Exemp	MCC	26 CLAR	FY				
Existing Position	•				İ	☐ MC	28 WORK	COUN				
New/Revised Position					- -				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%	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 program loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area											
25%	complex and sp Employment Se not limited to the directed, perforr primary assigne	ons related ecial claim curity (IDE e Illinois Be ns these d d office.	s on benefit entitleme S). Loads and extra enefit Information Sys	ent progra cts claims stem (IBIS orksites w	ıms admir data usir (), Illinois	nistered b ng automa Job Link (ervice de	y the Illi ated sys (IJL) and livery are	nois D tems i I Gen	Departm includin Tax. As ner than	ent of g but the		
DIRECTOR OF	CMS SIGNATURE	IVIVIEDIA	E-SUPERVISOR SIGNA	TONE	thon	asch	an					
	/ // 27	1 7	AAR 2 e 2019			1-30	em	نۃ ــــــ	03/	22/2019		
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% OF TIME			OACCURATE STATEMENT OF POSITION I									
20%	3.	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.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	k attitudes, habits, relationships and lex or specialized issues and/or sell workshops to enhance client emploration from file construction and maintenate. As directed, performs these duting the primary assigned office.	rvice ne oyability ance fo	eds to relevant office or partner s . Assists clients with registration or all relevant IDES automated data	taff. and a files;						
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	oly within the scope of the duties							
conducting	g and	LE AND NUMBER OF IMN	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and			evances						
	8			WORK	ING TITLE (IF ANY)							
Employment	Sec	urity Field Office Superv	risor 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: 0				مادادات								
		visory or lead worker res ercentage(s) allotted.	sponsibilities <u>must</u> be described in a	detalled	duty statement(s) with a							
	as cl		title, position number, and number of su	ubordina	te incumbents or authorized funded							
neadcour		sition Title	Position Number		No. of Incumbents or Funded Vac	ancies						
N/A												
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH D LICENSURE OR CERTI GER BE USED.	ABILITIES, LICENSURE OR CERTIFI IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDAR	ARE NO RDS, TH	OW SEVERAL OPTIONS OF SKILLS E PHRASE "SAME AS SPECIFICAT	AND						
			evelopment equivalent to four years r requires two years (3,000 work ho			nittont						
			s college credits completed with pa									
business; or	four	years (6,000 work hours	s) as a department intermittent staff	membe	er; or qualifying state employees, i	n the						
			complete combinations of specific									
			orking knowledge of those provisio knowledge of employers and their U									
ability to effe	ctive	ly communicate with em	ployers and/or clients; determine a	n effect	ive work search plan for clients ar	ıd						
		annranriata wark agarah	afforts: affactively organize and a	nalvze r	pertinent information for the determ	nination						

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

conjunction with Spanish speaking clients.

16. (CONTINUED)



1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSIT	ION TITLE ON CODE	2. POSITION NUMBER					
Existing Position												
New/Revised Position Employment S Program Repl				29		SS	13650	-44-60-	102-1	1-31		
3. AGENCY	resemanve	<u> </u>	4. BUREAU/ DIVISION	.l	<u>.</u>		5. EXMT CODE	AMA021 ESTABLISH MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANGE MC028 WORK COUNTY CHANGE MC028 WORK COUNTY CHANGE MC019 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC158 UPWARD REALLOCATION TIAL FUNCTIONS Client Unemployment Insurance Gederal or trade readjustment; factors; adjudicates Gelects suitable job openings Gelects suitable job openings Gelects suitable job openings Job openings Job openings Job openings Job openings Job openings Job openings Job openings Job openings Job openings Job openings				
Existing Position												
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			11. UNIT				CODE		- 			
Existing Position		•							-	02/16	/2019	
New/Revised Position			Consider Unit D.4				Пмл	04 ECTAB	шеп			
Lombard Call	I Center - Section B		Service Unit B-1				☐ MC0	22 EXEMI	PT COD			
14. WORK LOCA	ATION		15. BARGAINING/TERN	CODE		Rutan 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 ACCURATE STATEME	NT OF PO	L DSITIO	ON ESS				ALLOUATIO	UN	
70 O1 THAIL	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											
25%	complex and spe Employment Sec not limited to the directed, perforn primary assigned	ecial claims curity (IDE Illinois Be ns these do d office.	s on benefit entitleme S). Loads and extracenefit Information Sysuties for assigned wo	ent progra ets claims tem (IBI rksites w	ams a s data S), Illin rithin t	adminis a using nois Jo the ser	tered b automa b Link (vice del	y the Illin Ited syst IJL) and Ivery are	nois D ems I Geni	Departm including Tax. As ner than	ent of g but the	
	CMS GGNATURE	IMMEDIAT	ESUPERVISOR 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 MS MAY	94) 1L 401-0794 15 4-25-19	PY:	VIII 2 0 2013									

16. (CONTINU	JED)											
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTI	AL FUNCTIONS (Continued)							
20%	3.	Security (IDES) and par Exchange system. Ass	tner agencies. Assists or registers esses, researches and selects clie	job see nt skills	Illinois Department of Employment ekers and employers using the IL Labor ; refers clients to training programs or							
		Exchange system for an	irs for job interviews; selects suitab oplicants requiring services availab s to use and interpret self-assessm	le throu	openings as listed in the IL Labor Igh computer programs and contacts Iational exploration tools; provides							
		clients with information up on training programs	regarding training programs or sele or job orders for employers reque	ected jo sting se	bs and job interview procedures; follows ervice from IDES to determine status of							
		opportunities; assists wi applicants and employe performs these duties for	to fairs and worksites. Utilizes Spa	executio IL Labor rvice de	n of hiring fairs. Coaches both							
	,	ricca interpretive service	55.									
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 Conducts employment	ex or specialized issues and/or ser workshops to enhance client emplo	rvice ne cyability	es related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and							
		extracts and utilizes dat			r all relevant IDES automated data files; assigned worksites within the service							
05%	6.	Establishes and mainta	ins activity reports to demonstrate	work ac	ctivity and detail time charging.							
05%		enumerated above.	s required or assigned which are re		<i>;</i>							
conduc	ing and		EDIATE SUPERVISOR (Responsible ations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grievances							
				WORK	ING TITLE (IF ANY)							
Employme	nt Sec	urity Field Office Supervi	sor 13600-44-60-102-10-01									
18. CHECK	THE A	PPROPRIATE BOX IF THIS	POSITION IS A:									
☐ SUP	ERVIS	OR OR LEAD W	ORKER									
NOTE:			oonsibilities <u>must</u> be described in a	detailed	d duty statement(s) with a							
If a boy		percentage(s) allotted.	tle, position number, and number of su	ubordina	te incumbents or authorized funded							
headco		recked above, list position to	itie, position number, and number of st	ubordina	te incumberts of authorized funded							
	Po	sition Title	Position Number		No. of Incumbents or Funded Vacancies							
N/A				0.4-71-0.1	V=0=001BV =0B =U=0U00=00EU							
PERFO ABILIT	RMAN ES AN	CE OF THE WORK OF THI	S POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"							
Requires k	nowle	dge, skills and mental de	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	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	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 CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position											
New/Revised Position	t of Employment Secur	rity	Service Delivery/ F	ield Oper	ations	0	0 081 Y R				
10. SECTION	t of Employment Secu	ity	11. UNIT		-	12. TRAN	ISACTION	1 1	I 3. EFFECTIV	/E DATE	
Existing Position						CODE			02/16	/2019	
New/Revised Position Rock Island (Call Center		Service Unit 1				21 ESTAE		OF CHANG	F	
14. WORK LOCA			15. BARGAINING/TERI	M CODE	Rutan Exempt	∏ ⊟ мсс	24 POSIT	ION NU			
Existing Position						☐ MC	28 WORK	COUN		L CHANGE SE	
New/Revised Position						□ мс ⁻)21 ABOLI 49 DOWI	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			
25%	insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.										
25%	complex and specific Employment Second limited to the directed, perform primary assigned	ecial claims curity (IDE Illinois Be ns these di	to receipt, review, ends on benefit entitlements). Loads and extrainerit Information Systems for assigned wo	ent progra cts claims stem (IBIS	ams admini data using 5), Illinois J	stered b g automa ob Link (y the Illi ated syst IJL) and	nois D tems i l Gen	Departmoincluding Tax. As per than	ent of g but 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 بــــــــــــــــــــــــــــــــــــ	03/2	22/2019	
VIS-104 (Rev. 10/9	94) IL 401-0794 Cys 42519		Y:								

16. (CONTINUE	(U)				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENT	IAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wa applicants and employed performs these duties for	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitable applicants requiring services available to use and interpret self-assessment regarding training programs or selects or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the Infor assigned worksites within the sess to fairs and worksites. Utilizes Spare	job see int skills ole job cole throusent vocected job sting seconds place execution in Laborroice de la cole in laborroi	aigh computer programs and contacts cational exploration tools; provides also and job interview procedures; follows ervice from IDES to determine status of accements; as directed, solicits job on of hiring fairs. Coaches both r Exchange System. As directed,
10%	4.	routine, initial or continuation written determinations;		s, and o	
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or ser workshops to enhance client emplor from file construction and maintena	rvice ne byability ance fo	as related to a specific job referral; refers reds to relevant office or partner staff. Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
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 I signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
-	-			WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	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	me p as ch	ercentage(s) allotted.	sponsibilities must be described in a title, position number, and number of su		
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	7	1/1/0/4# ED 050 01/# : 0	ADDITION (IOTALS)	0.4.71.011	NEOFOR BY FOR THE CHARLES
PERFORM ABILITIES CAN NO I	MAN(S AN LON(CE OF THE WORK OF TH D LICENSURE OR CERTI GER BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDAR	ARE NO RDS, TH	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
social/behavi staff member business; or employee Up to a certificate	oral and four ward e of	sciences or business; or l a minimum of two years years (6,000 work hours d Mobility Program may proficiency. Requires w	s college credits completed with pass) as a department intermittent staff complete combinations of specific proking knowledge of those provision	ours) of ssing grown member oroficier of the	e with academic background in experience as a department intermittent rades in social/behavioral sciences or er; or qualifying state employees, in the ncy tests and training programs leading e Unemployment Insurance (UI) Act

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ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

		187	ORKING TITLE (IF ANY)	BILINGUAL	POSI	TION TITLE	2 POSI	TION NUI	MBER					
1. POSITION TITL Existing Position	E		URKING TITLE (IF AINT)	CODE	OPT	ON CODE	COOE							
New/Revised Position					<u> </u>			13667 44-03	-44-0	3-10 0 -0	00-32			
	ecurity Service Rep			29	L	SS	13667	44-03- 6. WORK	7. 🗚		9. OFFICE			
3. AGENCY			4. BUREAU/ DIVISION				CODE	COUNTY	AUTH	8.AUDIT	US€ 11/16/22 - PNC			
Existing Position														
New/Revised Position	of Employment Securi	itv	Legal Services/ Board	of Reviev	٧		0	016	Y	R				
10. SECTION	or Employment Goodin	.,	11. UNIT				12, TRANS	SACTION	13	EFFECTI	VE DATE			
Existing Position										10/16	/2013			
New/Revised Position		_							L_					
Case Manager	ment							21 ESTAB 22 EXEM		E CHANG	E			
			15. BARGAINING/TERM CO	DE		Autan Exempt	☐ MC0	24 POSIT 26 CLARI	ION NU					
14. WORK LOCAT	HON		15. BANGAINING/TEHM CC	<u> </u>			☐ MC0		IONAL I		L CHANGE			
							☐ MD0	21 ABOLI	SH					
New/Revised Position			RC062			N	☐ MC1	49 DOWN 50 LATER	AL REA	LLOCATI	ON			
33 S. State Str Chicago, IL 60	603							58 UPWA		LLOCATI	ON			
% OF TIME	16. COMPLETE CURR	ENT AN	ID ACCURATE STATEME	NT OF PO	SITI	ON ESS	ENTIAL	FUNCT	ONS		_			
40%	Under general direction, performs complex adjudication functions and activities involved in the resolution of Unemployment Insurance benefit entitlement resolutions under the provisions of the Illinois Unemployment Insurance Act and in compliance with federal and state statutory provisions, rules, regulations and requirements; conducts critical analyses of cases submitted, reviewing for sufficiency and adjudication correctness and timeliness; creates, enters and extracts data from automated information systems; serves as liaison in responding to internal and external inquiries relating to problem resolution of cases pending before the Board. Provides interpretive services for Spanish speaking clients. 1. Performs highly complex analytical duties in the review of appeal requests from claimants or employers filed to the Board of Review, at the local office level, or those related to dockets that are filed in the circuit court system; determines request status and establishes case routing, priority and path based on prior adjudication activity and potential case outcome; creates case files; makes appropriate copies based on applicable filings and issues in IBIS system; produces organized record for purposes of filing the agency response in court in conjunction with the Attorney General's Office; establishes case tracking and generates notices to claimants, employers representatives and/or their attorneys using the automated BRDS (Board of Review Docketing System); reviews audio recordings of hearings to determine whether a transcript is required; when necessary, uploads/downloads files using related electronic systems.										erves as before nat are rity and es d record Office; d/or their ecordings ds files			
20%	representative the controver	res con rsial iss inquirio equires	d technical assistance to icerning aspects of the Usues to be resolved; acces; investigates, research for transcripts, requests	JI Act to pe esses pe hes and	orom rtine: expla	ote full nt inforr ains cas	underst nation s e dispo	anding o systems sition; re	of the to res esolve	ir rights spond to es issue in argur	o internal es and ments.			
Ms lightly hy	Meken 12.3/3		Bv	2015			10			10]:	30/2013			

16. (CONTINUED	2)							7
% OF TIME	16, COM	PLETE CURRENT AND	ACCURATE STATEMENT OF	POSITION	ESSENTI.	AL FUNCTIONS (Cor	ıtinued)	
15%	3.	Using the Spanish I regarding the Board	ve services to Spanish sports and anguage, provides assisted of Review and the Adm of Review appeals in writted and services.	tance and inistrative	answer Review	rs telephone and i appeal procedure	in-person in es and guid	quiries lelines.
10%	4.	information as need assessments, trans	cases to determine suffice ded (i.e., the highly compositers and cancellations of advises legal staff as to contact the contact of the contact is a second contact of the c	licated are wage cha	eas of po arges); r	rotested determin eviews, verifies a	ations and nd organize	es data;
10%	5.	As requested, reseinformation; performation and opinions	arches Board of Review ns special projects and/o ions.	precedent r prepares	s, court s statisti	rulings and opinio cal reports; assist	ons; excerpt ts in publish	ts pertinent ing
05%	6.	Performs other duti enumerated above	ies as required or assigne	ed which a	are reas	onably within the	scope of the	e duties
17 POSITION	TITLE A	ND NUMBER OF IMA	MEDIATE SUPERVISOR (R	eenoneible	for accid	ning and reviewing	work propa	ring
conducting	g and sign	ning performance evaluation fithis position.)	uations; effectively recomme	anding and	imposing	g disciplinary action	and adjustin	ng grievances
					WORK	ING TITLE (IF ANY)	
Public Service	e Admin	, Opt 1 37015-44-0)3-100-00-01	,			-	
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:					
SUPER	ROSIVE	OR LEAD W	VORKER					
NOTE: S	unerviso	rv or lead worker rec	sponsibilities <u>must</u> be des	cribad in a	detaile	d duty statement/s	e) with a	
tir	me perce	entage(s) allotted.						
If a box wa headcoun		ad above, list position	title, position number, and n	umber of s	ubordina	te incumbents or au	uthorized fund	ded
	Position	Title	Position Nur	nber		No. of Incumber	nts or Funder	d Vacancies
N/A								
 								
			 					
			<u>-</u>				-	
								
-								
PERFORM ABILITIES	MANCE (S <mark>and Li</mark>	OF THE WORK OF TH	 ABILITIES, LICENSURE O IS POSITION. NOTE: SING IFICATION IDENTIFIED ON	CE THERE	ARE NO	OW SEVERAL OPT	TIONS OF SH	KILLS AND
Requires knot background in Department of ownership makes a person	owledge, in social/ of Emplo anagem ne appro nal comp	, skill and mental dev /behavioral sciences byment Security; or f ent or operation. Re priate determination buter with related sof	velopment equivalent to to s or business and one year ive years professional ex equires extensive knowled of notificomplex Unemple tware programs. Require on duties in conjunction w	ar as a full perience i dge of clie oyment In es ability to	time pr n perso nt and e surance o speak	ofessional employ nnel administration employer rights and claims benefit isse and write the Spa king clients.	yee with the on, or busine nd obligation sues. Requi	e Illinois ess ns in order to ires ability to age at a
1		•				.0	7 Th W	A MARINET

1. POSITION TITLE	WORKING TITLE (IF ANY)		BILING			ION TITLE ON CODE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION	Ur	nemployment Insurance					136	667-4	14-08	3-400-10-32
Employment Security Service Rep		I) Appeals Analyst	29			SS	13667-44-08-410-10-32			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΙΤ	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION										11/16/22 PNC
IL Dept of Employment Security		Legal Services/ Appeals	8		0	016	2	F	?	
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH 08/16/202			08/16/2022	
						☐ MA022 EXEMPT CODE CHANGE			HANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIO	N NU	JMBE	ER CHANGE
Administration/Case Management						⊠ MC026	CLARIF'	Y		
14. WORK LOCATION		101 - 111 - 1			AN MPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 A				
						☐ MC149 [OOWNW	/ARD	REA	LLOCATION
NEW/REVISED POSITION		RC062		N.		☐ MC150 LATERAL REALLOCATION				
Chicago, Illinois		NOUUZ	<u> </u>		IN	☐ MC158 UPWARD REALLOCATION				

Position # Page 1 of 4

% OF	16 COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME 35%	 COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general direction, serves as an Unemployment Insurance (UI) Appeals Analyst for the Illinois Department of Employment Security (IDES) Performs highly complex analytical and adjudication related duties involved in reviewing and/or processing Unemployment Insurance (UI) appeals cases received by the IDES Appeals Division under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements 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 histories and IBIS guided interview summaries in accordance with Agency policies, procedures and guidelines Requests additional or corrected information from relevant sources and processes all documents and documentation within agency specified timeframe Identifies issues, monitors to ensure all issues are stated on notices and other sources Analyzes findings, including any discrepancies and takes relevant action based an agency
35%	 2. Responds to inquiries regarding appeals status and provides information and assistance in person, by telephone and via email to employers, claimants and their authorized representatives and other interested parties regarding appeals and documents received in the Appeals Division Explains the appeals process and aspects of the Unemployment Insurance (UI) Act to promote understanding of rights and issues to be resolved Collaborates with Appeals staff to create appeals files for in-office viewing by parties Researches case processing issues Accesses pertinent information systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to input and/or retrieve UI adjudication and other case related information Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division Determines relevant course of action and resolves issues Refers complex issues to supervisor Utilizes Spanish language to assist clients who request or need interpretive services
20%	3. Conducts critical analyses of appeals cases

Position # Page 2 of 4

% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS				
	Division utiliz (IBIS) and G Investigates Gathers and to determine Explains find Performs spe	esearches both electronic and paper case files for appeals received in the Appeals vision utilizing systems including but not limited to Illinois Benefit Information System BIS) and GenTax vestigates timeliness of protests athers and analyzes information on wages, benefits and other adjudication related matters determine timeliness and relevance to the case cplains findings to Appeals Division Hearings Referees and Management erforms special projects as directed ompiles data and prepares reports					
05%	4. Keeps abreast o	f new developments related to Unemp	ployment Insurance (UI) appeals				
		tings, training, seminars and conferer erform these duties	oces				
05%	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)							
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Public Serv	vice Administrator, Opt	. 1 37015-44-08-400-00-01					
	<u> </u>	OX IF THIS POSITION IS A:					
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percentage	e(s) allotted. If a box w	er responsibilities must be described in as checked above, list position title, por rized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of				
F	Position Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A							
SUCCESSF OPTIONS C	19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.						
	<u>Qualifications</u>						
co ad	. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and (1) year as a full-time professional employee with the Illinois Department of Employment Security; OR						
	Requires five (5) years professional experience in personnel administration, or business ownership management or operation.						

Position # Page 3 of 4

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Unemployment Insurance (UI) Appeals Analyst.

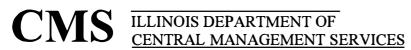
Responsibilities include performing highly complex analytical and adjudication related duties involved in UI appeals cases, responding to inquiries regarding appeals status and the appeals process, and conducting critical analyses of appeals cases. This position provides a great opportunity for someone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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pascente by Penny Christian 12/20/2022		Kristin Richard by Jamis	08/26/2022

Position # Page 4 of 4



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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.							elects ides records clients		
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10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.						
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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work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish

speaking clients.



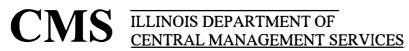
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05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related 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%		 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. 							
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18. CHECK TH	HE APPROPRIATE BOX IF TH	IIS POSITION IS A:							
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tir	me percentage(s) allotted. as checked above, list position	sponsibilities must be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded						
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16. (CONTINUED)

speaking clients.

spreadsheets, database management, electronic mail and internet. Requires the 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



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Existing Position				CODE		ION CODE					
New/Revised Position		<u> </u>		<u> </u> 	<u> </u> 		12667	<u>-44-51-1</u>	02.20	24	
Employment S		ļ		29 SS				44-51-1			
Service Repre	sentative		4. BUREAU/ DIVISION	[<u> </u>		5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
Existing Position							CODE	COUNTY	AUTH		12/16/22 - PNC
New/Revised Position			1								
IL Department	t of Employment Securi	ty	Service Delivery/ Fi	eld Op	eration	S	0	016	Y	R	
10. SECTION			11. UNIT				12. TRAN	SACTION	13	S. EFFECTIV	E DATE
Existing Position								-		02/16/	/2019
New/Revised Position			<u> </u>						<u>ı</u>		
Chicago Regio	on/ 71st Street Local O	fice	Service Unit II					21 ESTAB 22 EXEMF		E CHANGE	Ε
14. WORK LOCA	TION		15. BARGAINING/TERM	1 CODE		Rutan Exempt		24 POSITI 26 CLARII		MBER CHA	ANGE
Existing Position	11011		10. 5/11/6/11/11/6/12/11	· OODL			☐ MC0	27 ADDIT	ONAL II		
							☐ MD0	28 WORK 21 ABOLI	SH		
New/Revised Position 1515 East 71s	t Street	4	DOGGO			· N1		49 DOWN 50 LATER			
Chicago, IL			RC062			N	MC1	58 UPWA	RD REA	LLOCATIO	N
% OF TIME	16. COMPLETE CURRE	NT AND	ACCURATE STATEME	NT OF I	POSITION	ON ESS	ENTIAL	FUNCTI	ONS		
	Under general direction										
,	placement functions a										doral
	Unemployment Insura and State statutory pr										euerai
	Insurance and/or Wag										ent and
	unemployment related										
·	and prepares reports;										
	worksites in the service who request or need it			ignea c	iulies.	Utilizes	Spanis	n langua	age to	assisi	clients
	who request or hessa i	no prom	C 551 V1055.								
40%			x employment service								
			ement resolutions und								er-
			Investment legislation ations and requireme								≥fit
			ving, investigating, an								
	unique initial	r continu	ied claims; makes mu	ılti-clair	nant de	ecisions	s; invest	igates, ı	esear	ches a	nd
			ons to clients; provide								
			ality and timeliness m g Administration (ETA								
			perform assigned du								
		•	etive services.			-		.			
2004	0 0	:				_1		-:	الماما		_
30%			d determinations and a netary issues pertainii								
	client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.										
		•									
10%			, taking or updating w views and/or to partne								
clients with information			as listed in job order records or available through automated files; provides regarding selected jobs and job interviewing procedures; verifies and records								
placements. As directed, travels to perform these duties. Utilizes Spanish language to assist of					clients						
DIRECTOR ME O	who request or need interpretive services. DIRECTOR OF CMS SGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEA				Y HEAD	SIGNAT	IRF		l D	ATF	
DIRECTOR OF C	ll sole	AIIAIEDIVI	Free Land Comment	UKE			AD SIGNATURE DATE OS/22/20				
mue mue						b.o	-Sa	m	-	03/2	2/2019

MAR 2 8 2019

16. (CONTINUED)							
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)		
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.						
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 dut enumerated above		are reas	onably within the scope of the duties		
conducting	g and sigr		MEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grievances		
			13600-44-51-102-20-01	WORK	ING TITLE (IF ANY)		
	0	Field Office Owner					
Employment	Security	Fleia Office Superv	risor 13600-44-51-102-30-01				
18. CHECK TH	IE 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	d duty statement(s) with a		
		entage(s) allotted.	<u></u> 20 4000				
If a box w headcoun		ed above, list position	title, position number, and number of s	ubordina	te incumbents or authorized funded		
	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 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,							

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	ΓLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position		, ,	CODE	OPTION CODE	NE				
New/Revised Position				<u> </u>	4555		40=	10.51	
Employment			29	SS		7-44-51			
Service Repro	esentative	4. BUREAU/ DIVISION		<u>í </u>	5. EXMT	44 51 6. WORK	7. A/I	1	9. OFFICE
Existing Position		4. BONERO BIVIOION			CODE	COUNTY	AUTH	8.AUDIT	1 USE 12/16/22 - PNO
New/Revised Position							1	ļ	
	nt of Employment Security	Service Delivery/ Fig	eld Opera	ations	0	016	Υ	R	Í
10. SECTION		11. UNIT			12. TRAN CODE	SACTION	13	B. EFFECTIN	/E DATE
Existing Position					3322		j	02/16	/2019
New/Revised Position		<u> </u>			4		<u> </u>	02,10	
	ion/ Pilsen Local Office	Service Unit I				21 ESTAE 22 EXEM		E CHANG	· E
		45 BAROAININGTERM	2005	Rutan	□ мсо	24 POSIT	ION NU		
14. WORK LOCA Existing Position	ATION	15. BARGAINING/TERM	CODE	Exempt	4 —	26 CLARI 27 ADDIT		DENTICAL	L CHANGE
						28 WORK 21 ABOLI		TY CHANG	Œ
New/Revised Position	NI- Ot4			i	☐ MC1	49 DOWN	WARD		
1700 West 18	orn Street	RC062		N		50 LATER 58 UPWA			
Chicago, IL % OF TIME	16 COMPLETE CURRENT	AND ACCURATE STATEMEN	IT OF BO	SITION FOR	ENITIAL	ELINIOTI	ONS		
70 OF THVIE		or an assigned area, perfor						nd ioh	
40%	Insurance and/or Wagner unemployment related iss and prepares reports; may worksites in the service downorequest or need interest. 1. Performs more confined insurance benefits Peyser and Work provisions, rules, claims issues, intunique initial or confined explains case distributed federally mandate Education and Transervice delivery a request or need in the service in the service of the service in the service of the service in the service of the servi	emplex employment services entitlement resolutions und force Investment legislation regulations and requirement erviewing, investigating, and entinued claims; makes musure positions to clients; provide ed quality and timeliness maked quality and ti	provides a using a ssments gned duf and job ler provis in comp nts. Adjud d providi lti-claima s written etrics as handbo ties. Utili	placement sion of Uner oliance with dicates mor ng eligibility ant decision defined by took. As direct zes Spanish	dations systems mendati Spanis function mploym Federal netary a determ s; inves- tions; me the U.S.	to address, maintains. As hanguals and usent Insurand Stand nonninations beets and Depart vels to vage to as	nemporance ate stanoneta for corresear /or ex ment of corrests of the correst of the corrests of the correst of the co	nploymentivity reed, travelous assist loyment, Wagner bence are travelous to full the travelous arches are travelous to full the travelous travelous arches are travelous to full the travelous arches in the clients were travelous arches arch	ent and ecords rels to clients t er- efit or nd the or ne who
30%	monetary and no client rights and r	dered determinations and a n-monetary issues pertainir esponsibilities as they perta request or need interpretiv	g to the ain to ber	Illinois Unei nefit prograi	mploym	ent Insu	rance	Act; ex	plains
3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.									
DIRECTOR OF	MS SICNATURE IMN	EDIATE SUPERVISOR SIGNATU		GENCY HEAD			i		ATE
	27	MAR 2 8 2019		thema	sch - Ju	m	نـــ	03/2	22/2019
V IS-194 (Rev. 10/9	24) 404 0704				ري		-	ـــــــ	
Elis Ma	46)9-19				,				

% OF TIME	16. COMPLETE CURREN	T AND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)						
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.								
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.								
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.								
conducting			e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievances						
		13600-44-51-107-10-31	WORKING TITLE (IF ANY)						
Employment	Security Field Office S	upervisor 13600-44-51-107-20-31							
18. CHECK TH	HE APPROPRIATE BOX	IF THIS POSITION IS A:	1						
SUPE	RVISOR OR LI	EAD WORKER							
ti	me percentage(s) allotte as checked above, list po		a detailed duty statement(s) with a subordinate incumbents or authorized funded						
	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.									
background i employee wit or operation. finding of fac with employe	n the social / behaviora th IDES; or five years p Requires thorough kno ts, test interpretation, a rs and clients; organize	al sciences or business/personnel admirofessional experience in personnel ad owledge of the provisions of the Illinois Indivocational counseling techniques. For and analyze pertinent information to p	etion of four years of college with academic nistration and one year as a full-time professional ministration, or business ownership management Jnemployment Insurance Act; interviewing, Requires the ability to effectively communicate rovide for the determination of appropriate ork search plan for the client and identification of						

16. (CONTINUED)



1. POSITION TITLE	E WORKING TITLE (IF ANY) BILINGUAL POS						ON TITLE 2. POSITION NUMBER				
Existing Position								-			
New/Revised Position Employment Security Service Representative			29	ss		7-44-51 7-44-51-					
3. AGENCY	<u> </u>	4. BUREAU/ DIVISION			5. EXMT	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position									12/16/22 - PNC		
New/Revised Position		On in Dalina w/Fi	-1-1 0	- 4:	 	040	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	┨	l		
IL Department of Employment Sec	urity	Service Delivery/ Fi	0	016 SACTION	Υ	R 3. EFFECTIV	(E DATE				
10. SECTION	11. UNIT			CODE	SACTION		3. EFFECTIV	E DATE			
Existing Position		02/16/2019									
New/Revised Position		Comico Unit II			٦	04 50745	<u>-</u>				
Chicago Region/ Pilsen Local Office	е	Service Unit II				21 ESTAE 22 EXEM		E CHANG	E		
14. WORK LOCATION		15. BARGAINING/TERM	CODE	Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE		
Existing Position						27 ADDIT					
N. (D. i.e. ID. iii.						21 ABOLI	SH				
New/Revised Position 1700 West 18th Street		RC062		N		49 DOWN 50 LATER					
Chicago, IL		RCU62		N	│ □ MC1	58 UPWA	RD REA	ALLOCATIO	ON		
	RENT AND A	ACCURATE STATEME	NT OF PO	SITION ES	SENTIAL	FUNCTI	ONS				
and State statutory Insurance and/or W unemployment rela and prepares repor worksites in the ser who request or nee 40% 1. Performs m insurance to Peyser and provisions, claims issue unique initia explains ca federally m Education a service deli request or re	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.										
monetary a client rights	nd non-mor and respor	I determinations and a netary issues pertainin nsibilities as they perta est or need interpretiv	ng to the lain to ber	Illinois Une nefit progra	mploym	ent Insu	rance	Act; ex	plains		
employers suitable job clients with placements	or job inter openings a information . As directe	taking or updating we views and/or to partners is listed in job order re regarding selected jo d, travels to perform to terpretive services.	er agencie ecords or obs and jo	es for addit available tob interview	ional em hrough a ving prod	nployme automate cedures;	nt ser ed file verifi	vices; ses; provies es and e	elects des records		
DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD S							D	ATE			
panle faule 27	•	Thema			03/22/2019			2/2019			
MS-104 (Rev. 10/94) IL 401-0794	1	MAN 2 0 2013	<u> </u>	<u>., </u>			<u> </u>	1			
Du Mays 429/9	L										

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

speaking clients.



1. POSITION TIT	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE 2. POSITION NUMBER										
Existing Position											
New/Revised Position Employment S Service Repre	•		29	SS	13667-44-53-101-41-31						
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position											
New/Revised Position	t of Employment Security	Service Delivery/ Fig	eld Oper	ations	0	016	Υ	R			
10. SECTION	t of Employment Security	11. UNIT					12. TRANSACTION 13. EFFECTIVE DA				
Existing Position			0002						02/16/2019		
					_			02/10/	72019		
New/Revised Position Metro South F	Region/ Harvey Local Office	Service Unit III		Rutan	_ ⊟ мсо	21 ESTAB 22 EXEMI 24 POSIT	PT COD				
14. WORK LOCA	TION	15. BARGAINING/TERM	CODE	Exempt	_ ⊠ MCd	26 CLARI	FY				
Existing Position					☐ MCC	27 ADDIT 28 WORK	COUN				
New/Revised Position					Т	21 ABOLI 49 DOWN	WARD				
Harvey, IL		RC062	RC062 N				RAL REA	ALLOCATION	ON		
% OF TIME		AND ACCURATE STATEMENT AND ACCURATE STATEMENT FOR AN ASSIGNED AREA, PERFORMANT AND ACCURATE STATEMENT AND ACCURATE			SENTIAL	FUNCT	ONS				
40%	Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.										
30%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 										
10%	employers for jol suitable job oper clients with infor placements. As o who request or r	eekers, taking or updating we be interviews and/or to partner nings as listed in job order re mation regarding selected journed directed, travels to perform need interpretive services.	er agenc ecords o obs and j these du	ies for addi r available job interviev ties. Utilize	tional er through wing pro s Spanis	nployme automat cedures sh langu	ent ser ed file ; verif	vices; ses; provi ies and assist	selects ides records 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; 1) 21-29-19	MAR 2 8 2019									
My Maj	y 42719	L.									

16. (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 ss Servic	t related issues, including but not limited ces, identifying barriers to employment					
05%	5.	pending adjudication cases. Loads and including but not lin (IBIS) and GenTax inquiries to supervise to super	Establishes and maintains activity records and reports. Reviews individual caseload activity on the bending 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.									
	l									
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										
			uations; effectively recommending and	imposing	j disciplinary action and adjusting grievances					
for the incumbent of this position.) WORKING 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										
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 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 in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



1. POSITION TITL	.E	Two	RKING TITLE (IF ANY)	BILINGUAL	POSITIO	ION TITLE ON CODE	2. POSI	TION NUI	/BER		
Existing Position		†	· · · · · · · · · · · · · · · · · · ·	CODE	UPIIC	OUDE		<u></u> -			
New/Revised Position Employment S Service Repre				29	5	SS	13667	-44-53-1	04-3	1-31	
3. AGENCY	ociiidii ve		4. BUREAU/ DIVISION		ш		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											
New/Revised Position			Service Deliver / Fi	ald Oac-	rations	, 	0	016	Υ	R	
IL Department	of Employment Security		Service Delivery/ Fig. 11. UNIT	eiu Ope	auons	-	U 12. TRAN			3. EFFECTIV	E DATE
10. SECTION Existing Position			11. UNII		man'		CODE		+		
Evidend Logidon							02/16/2019				
New/Revised Position			Service Unit II				☐ MA0	21 ESTAB	LISH		
Metro South R	legion/ Burbank Local Of	fice	OCIVICE OTHER			Rutan	☐ MC0	22 EXEMP 24 POSITI	T COD		
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt	⊠ MC0	26 CLARII	FΥ		
Existing Position					Ţ	}		27 ADDIT 28 WORK	COUNT		
New/Revised Position	New/Revised Position							21 ABOLIS 49 DOWN	-	REALLOCA	ATION
Burbank, IL RC062						N	☐ MC1	50 LATER 58 UPWA	AL REA	ALLOCATIO	ON
% OF TIME	16. COMPLETE CURREN	T AND	ACCURATE STATEME	NT OF P	OSITIC	N ESS	ENTIAL	FUNCTI	ONS		
Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.							ent and cords els to clients ter-efit or nd he ree/ho				
30% 10%	monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and record placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients							e to s to elects des records			
DIRECTOR OF C	who request or CMS SIGNATURE II	nterpretive services. TE SUPERVISOR SIGNAT						ATE			
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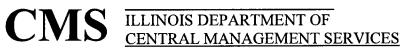
16. (CONTINUE	D)	DI ETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FI	INCTIONS (Continued)						
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05%	6.	Performs other duti enumerated above.	ies as required or assigned which	are reasonat	oly within the scope of the duties						
conducting	and sign	ND NUMBER OF IMM ning performance evalu f this position.)	MEDIATE SUPERVISOR (Responsibluations; effectively recommending and	e for assigning I imposing disc	and reviewing work, preparing, ciplinary action and adjusting grievances						
	· · · · · · · · · · · · · · · · · · ·			WORKING '	TITLE (IF ANY)						
Employment	Security	Field Office Supervi	isor 13600-44-53-104-30-01								
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:	_!							
☐ SUPE	RVISOR	OR 🗌 LEAD W	VORKER								
tiı	me perce as check	entage(s) allotted.	ponsibilities must be described in title, position number, and number of								
	Position	Title	Position Number	N	lo. of Incumbents or Funded Vacancies						
N/A											
PERFORM ABILITIES	MANCE (S AND LI	OF THE WORK OF TH		E ARE NOW S	CESSARY FOR THE SUCCESSFUL SEVERAL OPTIONS OF SKILLS AND HRASE "SAME AS SPECIFICATION"						
Requires kno	wledge,	skill and mental dev	relopment equivalent to the comp		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 CODE	POSITION TITLE OPTION CODE	2. POS	ITION NUI	MBER			
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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 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 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%	enumerated above	ė.	are reasonably within the scope of the duties					
conductin			imposing disciplinary action and adjusting grievances					
			WORKING TITLE (IF ANY)					
Employment	Security Field Office Superv	visor 13600-44-53-104-40-01						
18. CHECK TI	HE APPROPRIATE BOX IF TH	IS POSITION IS A:						
☐ SUPE	RVISOR OR LEAD	WORKER						
ti	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized funded					
	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A								
PERFOR ABILITIE	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
background employee wi or operation. finding of fact with employed payment or r inappropriated work history spreadsheets	In the social / behavioral scienth IDES; or five years profes Requires thorough knowled its, test interpretation, and voices and clients; organize and 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					

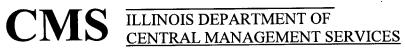


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Service Repre	Sentative	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
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	t of Employment Security	Service Delivery/ F	ieiu Opera	auoris	-	SACTION	I -	B. EFFECTIV	/E DATE	
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Metro South F	Region/ Joliet Local Office	Service Unit II			∐ мс∘	21 ESTAB 22 EXEM	PT COD			
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New/Revised Position		RC062	2	N	☐ MC1	50 LATER	AL REA	ALLOCATION	NC	
Joliet, IL % OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PO	SITION ESS		58 UPWA FUNCTI		LLUCATR	<u> </u>	
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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16. (CONTINUE	2)									
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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 ss Services, identifying barriers to employment						
05%	5.	pending adjudicatio cases. Loads and e including but not lim (IBIS) and GenTax. inquiries to supervise	blishes 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%		enumerated above.		are reasonably within the scope of the duties						
conducting	g and sigi	AND NUMBER OF IMM ning performance evalu of this position.)	TEDIATE 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 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 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	CENSURE OR CERTI								

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.

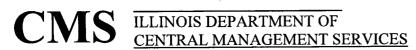


1. POSITION TITL	F	WOR	KING TITLE (IF ANY)	BILINGUAL	POSI	TION TITLE	2. POSI	TION NUI	MBER		
Existing Position		"		CODE	OPT	ION CODE					
					-						
New/Revised Position Employment S	ecurity			29		ss	13667	- 44-54-	102-4	1-31	}
Service Repres									7 40		9. OFFICE
3. AGENCY			4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	USE
Existing Position											
New/Revised Position			Service Delivery/ Fi	eld Ope	ration	s	0	101	Υ	R	
IL Department 10. SECTION	of Employment Security		11. UNIT	<u> </u>			12. TRANSACTION 13. EFFEC				E DATE
Existing Position			11.0111				CODE		-		
Existing Footion										02/16/	/2019
New/Revised Position			Service Unit II				I ET MAG	21 ESTAB	u ish		
Northern Region	on/ Rockford Local Office		Service Official			T**=	☐ MC0	22 EXEM	PT COD		
14. WORK LOCA	TION		15. BARGAINING/TERM	(CODE		Rutan Exempt		24 POSIT 26 CLARI		MBER CHA	ANGE
Existing Position								27 ADDIT 28 WORK			
								21 ABOLI	SH		
New/Revised Position		RC062 N MC149 DOWNV									
Rockford, IL	40 COMPLETE OURDEN				OCITI		☐ MC1	58 UPWA	RD REA		
% OF TIME	16. COMPLETE CURRENT Under general direction,	for an	assigned area nerfo	rms mo	re con	nnley e	mplovm	ent serv	ice a	nd iob	
	placement functions and	unem	blovment insurance b	enefit e	ntitler	nent res	solution	s under	provi	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 provisions, rules, regulations and requirements; determines client Unemployment											
Insurance and/or Wagner-Peyser related needs and provides recommendations to address employs unemployment related issues; loads and extracts data using automated systems; maintains activity						nploym	ent and				
ļ	unemployment related is	sues; l	oads and extracts da	ita using	g auto	mated s	systems	s; mainta	uns a	ctivity re	ecoras els to
	and prepares reports; may worksites in the service	akes se	ervice efficiency asse	ianed d	is and	Utilizes	Spanis	th langu	age to	assist	clients
	who request or need into			igned d	udco.	Otilizoo	Оралис	,,, ianga			-,,-,,,-
	·	-									
40%	 Performs more of 	comple	x employment servic	e and jo	b plac	cement	functior	ns and u	nemp	loymen	t
	insurance benef	it entitle	ement resolutions un	der pro	vision	of Uner	nploym	ent Insu	rance	, vvagn	er-
	Peyser and Wor	kforce	Investment legislation ations and requirement	n in con	nplian	ce with	redera	nd nonn	ate st	atutory arv bene	afit
	provisions, rules	, reguia terview	ring, investigating, ar	nd provi	dina e	liaibility	determ	inations	for c	omplex	or
	unique initial or	continu	ed claims; makes mi	ulti-clain	nant d	ecision	s; inves	tigates,	resea	rches a	nd
	explains case di	spositio	ons to clients; provide	es writte	en dete	erminati	ions; m	eets and	l/or ex	ceeds t	the
	federally manda	ted qua	ality and timeliness m	etrics a	s defi	ned by '	the U.S	. Depart	ment	of Labo	r
	Education and T	raining	Administration (ETA	() handb	ook.	As direc	ted, tra	vels to v	vorks	ites in th	16
			perform assigned d	uties. U	tilizes	Spanis	n langu	age to a	SSIST	clients v	vno
	request or need	interpr	euve services.								
30%	2. Conducts recon	sidered	determinations and	accepts	appe	eals; hea	ars, con	siders a	ind ac	ljudicate	es
0070	monetary and no	on-mon	etary issues pertaini	ng to th	e Illino	ois Une	mploym	ent Insu	irance	e Act; ex	cplains
	client rights and	respon	sibilities as they perf	ain to b	enefit	prograi	ms. Util	izes Spa	anish	languag	e to
	assist clients wh	o requ	est or need interpreti	ve serv	ices.						
400/	2 Interviewe jeb e	okoro	taking or updating w	ork hiel	onv: a	ccacca	s client	ekille an	d refe	rs client	ts to
10%	3. Interviews job se	h inten	riews and/or to partn	er agen	cies f	or additi	onal en	nplovme	nt se	vices: s	elects
	suitable iob ope	nings a	s listed in job order r	ecords	or ava	ailable tl	nrough	automat	ed file	es; provi	ides
	clients with infor	mation	as listed in job order records or available through automated files; provides n regarding selected jobs and job interviewing procedures; verifies and records						records		
-	placements. As	directe	d, travels to perform	these d	uties.	Utilizes	Spanis	sh langu	age to	assist	clients
	who request or need interpretive services. OF CMS/SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DA						DATE				
DIRECTOR OF C		MFDÍĄŢ	E SUPERVISOR SIGNAT	UKE					-	1	
farel me					.	by	-30	em	نت	03/2	22/2019

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16. (CONTINUE	D)	DI ETE OLIDOCALT AND	ACCUPATE OTATEMENT OF POOLETON F	COENTIAL	FUNCTIONS (Ocalianos)				
% OF TIME			ACCURATE STATEMENT OF POSITION E						
10%	4.	recommendations to referring employe	Unemployment Insurance and/or Wa to address employment and unemplers to representatives from Business mation on available training and edu	oyment res s Service	elated issues, including but not limited s, identifying barriers to employment				
05%	5.	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 duti enumerated above.	ies as required or assigned which ar	e reason	ably within the scope of the duties				
		115 144555 OF 1141	4501475 011050 (1000 (D						
conducting	g and sigr	IND NUMBER OF IMIV ning performance evalu f this position.)	MEDIATE SUPERVISOR (Responsible for uations; effectively recommending and in	mposing d	isciplinary action and adjusting grievances				
				WORKING	G TITLE (IF ANY)				
Employment	Security	Field Office Supervi	isor 13600-44-54-102-40-01						
18, CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:						
SUPE		OR LEAD W							
			ponsibilities must be described in a d	detailed d	uty statement(s) with a				
tii If a box w	me perce as checke	entage(s) allotted. ed above, list position t	title, position number, and number of sul	bordinate i	incumbents or authorized funded				
headcoun	t:								
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies				
N/A									
PERFORM ABILITIES	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	wledge, n the so	skill and mental dev	relopment equivalent to the completiences or business/personnel adminis	ion of fou stration ar	r years of college with academic nd one year as a full-time professional				

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



1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE 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	SSCIIIalive	4. BUREAU/ DIVISION	<u> </u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position	·	Service Delivery/ F	ield Oner	ations	0	045	Y	R	
IL Departmen	t of Employment Security	11. UNIT	leid Oper	alions		SACTION		3. EFFECTIV	/E DATE
Existing Position		11. 01411			CODE				
Existing Fosition								02/16	/2019
New/Revised Position						21 ESTAE	LISH		
Northern Reg 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 28 WORK	COUN		
New/Revised Position						021 ABOLI 149 DOWN		REALLOC	ATION
Carpentersvill	le, IL	RC062		N	☐ MC	ISO LATER	RAL REA	ALLOCATION	ON
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	NT OF PO	SITION ES	SENTIAL	FUNCT	ONS		
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%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 								
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients 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 replacements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.							selects ides records clients	
		MEDIATE SUPERVISOR SIGNA		AGENCY HEA			ı		DATE
y s	nel forde	MAR 2 8 2019		1000	J Je	in	نت	03/	22/2019
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16. (CONTINUE	D)									
% OF TIME	16. COMPLETE C		CURATE STATEMENT OF POSIT							
10%	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.									
05%	pendin cases. includi (IBIS) inquirie	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 sluding but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of juiries to supervisor or manager; makes service efficiency assessments and recommendations. sists supervisor in preparation of statistical reports.								
05%		ms other duties erated above.	as required or assigned wh	ch are re	asonably within the scope of the	duties				
				20.5						
conducting		ormance evaluation			ssigning and reviewing work, prepari sing disciplinary action and adjusting					
				WOF	RKING TITLE (IF ANY)					
Employment	Security Field C	Office Supervisor	r 13600-44-54-105-20-01			,				
18. CHECK TH	HE APPROPRIAT	E BOX IF THIS P	POSITION IS A:	<u> </u>						
☐ SUPEI	RVISOR OR	☐ LEAD WOR	RKER							
NOTE: S	upervisory or lea	ad worker respor	nsibilities must be described	in a detai	iled duty statement(s) with a					
tiı	me percentage(s) allotted.			•					
If a box was headcoun		, list position title,	, position number, and number	of subordi	inate incumbents or authorized fund	ed				
	Position Title		Position Number		No. of Incumbents or Funded	Vacancies				
N/A										
										
PERFORM ABILITIES	MANCE OF THE \	WORK OF THIS F RE OR CERTIFIC	POSITION. NOTE: SINCE TH	ERE ARE	ON NECESSARY FOR THE SUCCE NOW SEVERAL OPTIONS OF SKI THE PHRASE "SAME AS SPECIFI	LLS AND				
Requires knot background is employee with or operation. finding of fact with employed payment or necessity.	owledge, skill an in the social / be th IDES; or five y Requires thorouts, test interpreta ers and clients; conon-payment of o	d mental develo havioral science years profession ugh knowledge cation, and vocationganize and anaclaimant benefits	es or business/personnel ac nal experience in personnel of the provisions of the Illino tional counseling techniques alyze pertinent information t s; determine an appropriate	ministrati administr is Unemp . Require o provide work sea	of four years of college with acade ion and one year as a full-time propertion, or business ownership made of the ability to effectively commented for the determination of appropressor plan for the client and identifications employer job orders	rofessional anagement ving, unicate riate fication of				

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

speaking clients.

1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	TION NU	MBER		
Existing Position									
New/Revised Position Employment S			29	SS	13667	-44-54-	107-2	1-31	
Service Repre	esentative	4. BUREAU/ DIVISION		<u> </u>	5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
Existing Position		4. BORLAGI BIVISION			CODE	COUNTY	AUTH	0.20011	USE
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New/Revised Position	t of Employment Security_	Service Delivery/ F	ield Oper	ations	0	045	Υ	R	
10. SECTION	And Admin to	11. UNIT			12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE
Existing Position								02/16	/2019
New/Revised Position Northern Regi	ion/ North Aurora Local Of	fice Service Unit I				21 ESTAE 22 EXEM		E CHANG	E
14 WORK LOCA	TION	15. BARGAINING/TERI	M CODE	Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE
14. WORK LOCA Existing Position	HON	15. BARGAINING/TERI	VI CODE		MC0	27 ADDIT 28 WORK	IONAL I		L CHANGE SE
New/Revised Position						21 ABOLI 49 DOWN		REALLOC	ATION
North Aurora,	IL	RC062	2	. N		50 LATER			
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	NT OF PO	OSITION ES	SENTIAL	FUNCT	ONS		
40%	Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.								
30%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 								
10%	employers for jo suitable job oper clients with infor placements. As	eekers, taking or updating v b interviews and/or to partn nings as listed in job order i mation regarding selected j directed, travels to perform need interpretive services.	er agenc records o jobs and j these du	ies for addi r available job interviev ties. Utilize	ional en hrough ving pro s Spanis	nployme automat cedures sh langu	ent sei ed file ; verif	rvices; s es; prov ies and	selects ides records
DIRECTOR OF	CMS/SIGNATURE IM	MEDIATE SUPERVISOR SIGNA		GENCY HEA			ı	[DATE
1 yan	U facti	The second secon		thomas.	1 10	em	إنت	03/	22/2019
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HO in Man	14-29-19	MAR 2 8 2019							
JUNI MUY	ry locity	E.V.							

16. (CONTINUE	D)	· · · · · · · · · · · · · · · · · · ·							
% OF TIME	16 COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)					
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.								
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%		enumerated above		are reasonably within the scope of the duties					
conducting	g and sigr	ND NUMBER OF IMN ning performance evalu f this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
				WORKING TITLE (IF ANY)					
Employment	Security	Field Office Supervi	isor 13600-44-54-107-20-01						
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:						
SUPE	RVISOR	OR LEAD W	VORKER	•					
tiı	me perce as checke	ntage(s) allotted.	ponsibilities must be described in a title, position number, and number of su	detailed duty statement(s) with a ubordinate incumbents or authorized funded					
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A	7 0010011	. 1	i ostori (tarrisor	THE OF HIGHINGSING OF FUNDOU FUNDATIONS					
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					

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

1. POSITION TIT		Two	RKING TITLE (IF ANY)	BILINGUAL	Post	TION TITLE	2. POS	ITION NU	MBER			
Existing Position		""	(1 7 (17)	CODE	OPT	TON CODE						
New/Revised Position Employment S Service Repre			*	29		SS	13667	-44-54-	107-4	1-31		
3. AGENCY		-	4. BUREAU/ DIVISION				5, EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8,AUDIT	9, OFFICE USE	
Existing Position												
New/Revised Position IL Department	of Employment Security		Service Delivery/ Field Operations					045	Υ	R		
10. SECTION			11. UNIT				12, TRAN CODE	SACTION	13	13. EFFECTIVE DATE		
Existing Position							02/16/2019					
New/Revised Position Northern Regi	on/ North Aurora Local O	ffice	Service Unit II					21 ESTAE 22 EXEMI		E CHANGI	E	
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt	⊠ MC0	24 POSIT 26 CLARI 27 ADDIT	FY			
Existing Football							☐ MC0	28 WORK 21 ABOLI	COUNT			
New/Revised Position			50000				☐ MC1	49 DOWN	WARD			
North Aurora,			RC062			N	☐ MC1	50 LATER 58 UPWA	RD REA			
% OF TIME	16. COMPLETE CURREN Under general direction,											
40%	Unemployment Insurance and State statutory provous Insurance and/or Wagner unemployment related is and prepares reports; more who request or need into the service who request or need into the service who request or need insurance benefing the service and Wordship the service service delivery request or need to the service de	ce, Wagisions, er-Peys saues; I akes se delivery erpretive completit entitle kforce, regulaterview continu sposition ted quaraining area to interpretive continuerpretive contin	nemployment insurance benefit entitlement resolutions under provision of Wagner-Peyser and Workforce Investment legislation in compliance with Federa ons, rules, regulations and requirements; determines client Unemployment Peyser related needs and provides recommendations to address employment and uses; loads and extracts data using automated systems; maintains activity records es service efficiency assessments and recommendations. As directed, travels to livery area to perform assigned duties. Utilizes Spanish language to assist clients pretive services. Implex employment service and job placement functions and unemployment entitlement resolutions under provision of Unemployment Insurance, Wagner-orce Investment legislation in compliance with Federal and State statutory regulations and requirements. Adjudicates monetary and nonmonetary benefit reviewing, investigating, and providing eligibility determinations for complex or intinued claims; makes multi-claimant decisions; investigates, researches and requirements and provides written determinations; meets and/or exceeds the diguality and timeliness metrics as defined by the U.S. Department of Labor lining Administration (ETA) handbook. As directed, travels to worksites in the ea to perform assigned duties. Utilizes Spanish language to assist clients who terpretive services.						ent and cords els to clients ter- efit or nd he ree/ho			
30% 10%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to 											
	employers for jo suitable job ope clients with infor placements. As who request or	ob interviews and/or to partner agencies for additional employment service enings as listed in job order records or available through automated files; pormation regarding selected jobs and job interviewing procedures; verifies is directed, travels to perform these duties. Utilizes Spanish language to as need interpretive services.						vices; se s; provie es and l	elects des records			
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16. (CONTINUE	:D)								
% OF TIME		IPLETE CURRENT ANI	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)					
10%	9% 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.								
05%		Establishes and m pending adjudicati cases. Loads and including but not li (IBIS) and GenTax inquiries to superv Assists supervisor	naintains activity records and reports on report in order to maintain timeli extracts data related to job placemented to the IL Labor Exchange systematical computer of the co	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems stem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.					
conducting	g and sigr	ND NUMBER OF IMP ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
		, , <u>, , , , , , , , , , , , , , , , , </u>		WORKING TITLE (IF ANY)					
		•	risor 13600-44-54-107-40-01						
18. CHECK TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:						
☐ SUPER	RVISOR	OR 🔲 LEAD V	VORKER						
tir	me perce as checke	ntage(s) allotted.	sponsibilities <u>must</u> be described in a title, position number, and number of se	detailed duty statement(s) with a ubordinate incumbents or authorized funded					
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A									
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
background in employee wit or operation. finding of fact	n the soon h IDES; Requirents, test in	cial / behavioral scie or five years profes s thorough knowled terpretation, and vo	ences or business/personnel admini sional experience in personnel adm ge of the provisions of the Illinois U ocational counseling techniques. Ro	ation of four years of college with academic istration and one year as a full-time professional ninistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate					

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

speaking clients.

1. POSITION TIT	TLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER			
Existing Position										
New/Revised Position Employment Service Repre			29	SS	13667	'-44 - 55-	108-2	1-31		
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7, A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position		·								
New/Revised Position		Service Delivery/ Fi	eld Oper	ations	0	072	Υ	R		
10. SECTION	t of Employment Security	11. UNIT			12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE	
Existing Position					CODE			02/16/	/2019	
New/Revised Position		Service Unit I				21 ESTAE				
Northwest Re	egion/ Peoria Local Office			Rutan	1 ⊟ мсо	122 EXEMI 124 POSIT	ION NU			
14. WORK LOCA Existing Position	ATION	15. BARGAINING/TERM	/ CODE	Exempt	1 □ мсо	126 CLARI 127 ADDIT 128 WORK	IONAL I			
						21 ABOLI	SH			
New/Revised Position		RC062		N	I ☐ MC1	49 DOWN	RAL REA	ALLOCATIO	ON	
Peoria, IL % OF TIME	1 16 COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PO	SITION ESS	ENTIAL	58 UPWA	ONS	ALLOCATIO	JN	
40%	Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.									
30%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 									
10%	employers for jo suitable job oper clients with infor placements. As who request or r	eekers, taking or updating v b interviews and/or to partn nings as listed in job order i mation regarding selected j directed, travels to perform need interpretive services.	er agenc records o obs and these du	ies for addit r available t job interviev ties. Utilizes	ional er hrough ving pro s Spanis	nployme automat cedures sh langu	ent sei ted file ; verif	rvices; s es; provi ies and o assist	elects ides records clients	
DIRECTOR OF	CMS SIGNATURE IM	MEDIATE SUPERVISOR SIGNA		AGENCY HEAD			1		DATE	
	and orde	State of the second of the sec		thome by	1- Je	em	انت	03/	22/2019	
MS-104 (Rev. 10	(P4) IL(4)1-07@4	MAR 2 8 2019								
MS-104 (Rev. 10)	n 429-19		,							

46 (CONTINUE	D\									
16. (CONTINUE % OF TIME		PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)						
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.									
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.									
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.									
conducting	and sign			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances						
				WORKING TITLE (IF ANY)						
Employment	Security	Field Office Supervi	isor 13600-44-55-108-20-01							
18. CHECK TH	E APPR	OPRIATE BOX IF THE	S POSITION IS A:							
SUPER	RVISOR	OR LEAD W	/ORKER							
NOTE: S	uperviso	ry or lead worker res ntage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a						
	as checke		itle, position number, and number of su	bordinate incumbents or authorized funded						
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A										
PERFORM	MANCE O AND LIC	F THE WORK OF THI CENSURE OR CERTI	IS POSITION. NOTE: SINCE THERE .	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
				ion of four years of college with academic						

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

1. POSITION TIT	rle	W	DRKING TITLE (IF ANY)	BILINGU	AL PO	SITION TITLE PTION CODE	2. POS	ITION NU	MBER			
Existing Position												
New/Revised Position				29		SS	136	71-44-40	-200-	20-31		
Employment S 3. AGENCY	Security Specialist 1	<u> </u>	4. BUREAU/ DIVISION				5. EXMT	44-40-22 6. WORK COUNTY	7. A/I	8.AUDIT	9. OFFICE	
Existing Position			4. BONEAU/ DIVIDIOIV				CODE	COUNTY	AUTH	6.AUDIT	11/16/22 - PN	
New/Revised Position							_		<u> </u>	ļ _		
IL Departmen	t of Employment Secur	ity	Business Services				0	072	Y	R		
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1	3. EFFECTIV	VE DATE	
Existing Position										02/16	/2019	
New/Revised Position			Migrant and Seasona	al Farm \	Norke	er				1		
Intra-Agency	Coordination		(MSFW) Program			-	☐ MC0	21 ESTAB 22 EXEMI	PT COD			
14. WORK LOCA	ATION		15. BARGAINING/TERM (CODE		Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE	
Existing Position								27 ADDIT			L CHANGE	
New/Revised Position							☐ MD0	21 ABOLI 49 DOWN	SH			
Peoria, IL			RC062			N	☐ MC1	50 LATER	AL REA	ALLOCATION	ON	
% OF TIME	16. COMPLETE CURR	ENT AN	D ACCURATE STATEM	ENT OF	POSIT	ION ESS		58 UPWA FUNCTI		ALLOCATIO	UN	
			rovides information ar							asonal	Farm	
			-2A Temporary Agricu									
			program for the Illinois									
			o working and living a es assistance and guid									
			nation and referrals for									
•	Establishes and main	itains va	arious reports; maintai	ns and r	nonito	rs files; (develop	s syster	ns to	organiz	e	
			and hiring events. Mak Utilizes Spanish lang									
	services.	vocate.	Otilizes Spariisiriarigi	uage to	200101	Clients V	no requ	uest of 1	ieeu i	nierpre	uve	
								_				
25%			and guidance concer porary Agricultural Wo								W)	
			(H-2B) program for IE								edures	
	pertaining to	MSFW,	H-2A and H-2B progr	ams to	emplo	yers, em	ployees	s, comm	unity	groups	and	
			ies. Provides informati ram services and reso									
			s, including but not lim									
	1		ients who request or r									
20%	2. Travels to co	nduct fr	equent field visits to w	orkina s	nd livi	ina area	of farm	n worke	re and	Nor agri	icultural	
20%			igrant workers to offer								Cultural	
	compliance; of	conduct	s random field checks	and ho	using i	inspection	ns in a	dherenc	e to re	elated s		
			oordinates and execu			screenin	gs. Utili	izes Spa	ınish I	languag	ge to	
	assist clients	wno re	quest or need interpre	tive serv	rices.							
15%	3. Provides ass	istance	and guidance to com	nunity a	nd Sta	ate agen	cies reg	arding N	ISFV	V, H-2A	and H-	
			laining program rules,									
			n person, by phone an quidelines related to th									
			ients who request or r					gramo.	O (1112 C	о оран		
450/										-		
15%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs											
			ports, including but no ployers, employees an								ndings	
. ^	and makes re	ecomme	endations for program	improve	ments	s to state	wide M	onitor A		ate.		
DIRECTOR OF C	CMS SIGNATURE	IMMED	ATE SUPERVISOR SIGNA	TURE	AGEN	ICY HEAD	SIGNAT	URE			DATE	
	() 27	,	Dine a c conta	r 1	_<	-\•/t	ک ہیم	May	•	02/2	22/2019	
M9 104 (Rev 10	0/94) IL 401-0794		MAIN LU LOIS	11),		-	-	1				
TM IIU	N 39011		_ d_	L								

16. (CONTINUE	D)									
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
10%	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees. community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.								
10%	programs, includin Department of Em	community and hiring events for clients eligible for MSFW, H-2A and H-2B ag but not limited to employer orientations. Provides information to promote Illinois aployment Security (IDES) employment related services and unemployment a services. Utilizes Spanish language to assist clients who request or need es.								
05%	Performs other dut enumerated above		are reasonably within the scope of the duties							
47 BOOTTO										
conducting	I TITLE AND NUMBER OF IMN and signing performance evalumbent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
3701	5-44-40-200-20-31		WORKING TITLE (IF ANY)							
PSA 37015-	44-40-220- 00 -31									
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:								
☐ SUPEF	RVISOR OR LEAD V	VORKER								
tir	ne percentage(s) allotted. as checked above, list position	ponsibilities <u>must</u> be described in a title, position number, and number of su	detailed duty statement(s) with a ubordinate incumbents or authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A		. Comon Hambon	110. Of mountains of Funded Vacancies							
40. 00501411	750 WHOM 50050 000 10	ADULTISA MASSASSIST OF THE								
PERFORM	MANCE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							

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 TITE	LE	WOI	RKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position										
New/Revised Position				29	SS		71-44-40			
Employment S 3. AGENCY	Security Specialist 1	1	4. BUREAU/ DIVISION	23		5. EXMT	-44-40-2	2 <u>20-3</u> 1		9. OFFICE
Existing Position		<u> </u>	4. BUILAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	11/16/22 - PN
New/Revised Position						<u> </u>			-	
IL Department	of Employment Secur	ıιy	Business Services			0	010	Y	R	
10. SECTION			11. UNIT			12. TRAN CODE	SACTION	1:	3. EFFECTIV	V E DATE
Existing Position									02/16	/2019
New/Revised Position			Migrant and Seasona	I Farm W	orker	1 _ ,,,,	24 FCTAE			
Intra-Agency C	Coordination		(MSFW) Program			_ □ MC0	21 ESTAE 22 EXEM	PT COD		
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE	Rutan Exempt		24 POSIT 26 CLARI	FΥ		
Existing Position							27 ADDIT 28 WORK			L CHANGE SE
New/Revised Position						_ □ MD0	21 ABOLI 49 DOWN	SH		
Champaign, IL			RC062		N	☐ MC1	50 LATER	AL REA	ALLOCATION	ON
% OF TIME	16. COMPLETE CURR	ENT AND	ACCURATE STATEME	ENT OF PO	DSITION ES				TELOUA I I	O14
25%	Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-									
20%	pertaining to other interest H-2A and H-2 to temporary language to a 2. Travels to compliance; of the compliance; of the compliance; of the compliance; of the compliance of the compliance; of the complia	MSFW, I ded partie 2B progra workers, assist clie other migonducts	H-2B) program for ID H-2A and H-2B programs. Provides information am services and resolution including but not limitents who request or not quent field visits to work and workers to offer random field checks ordinates and executive.	ams to emon and as urces and ted to foo eed interporking and verify and hous	nployers, er sistance to other state d stamps a pretive servi d living area or employme ing inspecti	nployees notify ind and/or f nd Medic ces. as of farm nt servicions in ac	e, comm dividuals ederal a care. Uti n worker es and dherence	unity of average sisters fixed and the color of the color	groups vailable ance av Spanish l/or agri ontract elated s	and MSFW, ailable n cultural tate and
15%	federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services. 3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services								and H-	
4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from fine and makes recommendations for program improvements to statewide Monitor Advocate.							ndings			
DIRECTOR OF C	MS SIGNATURE	IMMEDIA	TE SUPERVISOR SIGNAT	TURE A	GENÇY HEAI	SIGNAT	JRE			DATE
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3 ¹ 4,	27			1	~\°/	ב מיינ	7/04		02/2	22/2019

16. (CONTINUE	אר										
% OF TIME		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
10%	5. Using the Illinois La Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to	Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees. community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.									
10%	programs, including Department of Emp	g but not limited to employer orienta ployment Security (IDES) employme services. Utilizes Spanish languag	ommunity and hiring events for clients eligible for MSFW, H-2A and H-2B but not limited to employer orientations. Provides information to promote Illinois ployment Security (IDES) employment related services and unemployment services. Utilizes Spanish language to assist clients who request or need s.								
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 jations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
37015	5-44-40-200-20-31		WORKING TITLE (IF ANY)								
	44-40-220-00-31-										
SUPER	pervisory or lead worker res ne percentage(s) allotted. is checked above, list position t	ORKER ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a bordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A											
											
PERFORM ABILITIES	IANCE 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"								

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	W	ORKING TITLE (IF ANY)	BILINGUAL CODE		TION TITLE								
Existing Position														
New/Revised Position	Na a conita de Cara a indicat d			29		SS		1-44-40						
3. AGENCY	Security Specialist 1		4. BUREAU/ DIVISION		.		5. EXMT	44-40-22 6. WORK	7. A/I	8.AUDIT	9. OFFICE			
Existing Position			4. BOKENO/ BIVIOION				CODE	COUNTY	AUTH	6.AUDI1	USE			
								041			05/16/2019 - update to			
New/Revised Position IL Department	of Employment Securi	tv	Business Services				0	082	Υ	R	county 11/16/22 - PNC			
10. SECTION		-1	11. UNIT				12. TRAN	SACTION	1:	B. EFFECTIV	E DATE			
Existing Position								02/16/2019						
New/Revised Position			Migrant and Seasonal	Farm W	orker		□ MAO	21 ESTAB	LISH					
Intra-Agency (Coordination		(MSFW) Program			Rutan	☐ MC02	22 EXEMP	T COD					
14. WORK LOCA	TION		15. BARGAINING/TERM CO	DDE		Exempt		24 POSITI 26 CLARII		MBEK CHA	ANGE			
Existing Position								27 ADDITI 28 WORK			CHANGE			
New Parker of Parking							☐ MD02	21 ABOLIS	SH					
New/Revised Position Mount Vernon	·		RC062			N	MC1	19 DOWN 50 LATER 58 UPWAI	AL REA	LLOCATIO	ON			
% OF TIME	16. COMPLETE CURRE	ENT AN	D ACCURATE STATEME	NT OF P	OSITIO	ON ESS	ENTIAL	FUNCTI	ONS					
	Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.													
25%	program, H-2/ Agricultural W pertaining to I other intereste H-2A and H-2 to temporary	A Templorkers MSFW ed part B prog worker	and guidance concerni porary Agricultural Work (H-2B) program for IDE H-2A and H-2B programics. Provides information gram services and resou s, including but not limital lients who request or ne	ers (H-2 S. Explans to en and as rces and	A) pro nins ru nploye sistar l othe d sta	ogram a ules, reg ers, em nce to n er state a mps an	and H-2 gulation ployees lotify ind and/or for d Medic	B Temp s, policion , commo lividuals ederal a	orary es an unity of av	Non- d proced groups a vailable ance ava	dures and MSFW, ailable			
20%	workers and o compliance; o federal guidel	other monductines. C	requent field visits to wo igrant workers to offer a ts random field checks a cordinates and execute quest or need interpretiv	ind verify ind hous s field-w	emp ing in ork s	oloymer spectio	nt servic	es and j Iherence	ob co e to re	ntract elated st	tate and			
15%	2B programs inquiries via e of state and fe	3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H 2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services						retation						
4. Utilizing word processing, spreadsheet and database management software, establishes ar maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from and makes recommendations for program-improvements to statewide Monitor Advocate. DIRECTOR OF CMS SUSNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE					d logs from fir te.	ndings								
DIRECTOR OF C	MS SIGNATURE	IMMED	IATE SUPERVISOR SIGNATI	JRE A	GENC	Y HEAD	SIGNATI	JRE .		D	ATE			
	melt: 27 MAR 2 6 2019					m D	May	_	02/2	22/2019				

16. (CONTINUE	D)							
% OF TIME		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)					
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees. community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.							
10%	programs, including Department of Emp insurance program	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.						
05%	7. Performs other dut 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					
27045	44 40 200 20 24		WORKING TITLE (IF ANY)					
	-44-40-200-20-31 -44-40-220-00-3 1		·					
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:						
SUPER	_	VORKER ponsibilities must 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								
			1					
								
		·						
			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.

Existing Position	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TO	TLE 2. POS	311101111	IUNIDER				
New/Revised Position					400	74 44	40.000	20.20			
	Security Specialist 1	I I	29	SS	13671	44 40 2	20-70-3)-20-36 H			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK		8.AUDIT			
Existing Position											
New/Revised Position II Denartment	t of Employment Securi	ity Business Services			0	045	2	R			
10. SECTION	t or Employment occur	11. UNIT			12. TRAI	NSACTION	1	13. EFFECT			
Existing Position					CODE	02/01					
New/Revised Position Intra-Agency (Coordination	Migrant and Seasonal Farm Workers (MSFW) Program				MA021 ESTABLISH ☐ MC022 EXEMPT CODE CH					
14. WORK LOCA	Rutan				n		ITION N	UMBER CI			
Existing Position	THO IV	13. DANGAINING/TERM	OODL		- MC	027 ADD	ITIONAL	. IDENTICA			
New/Revised Position		769		100		021 ABO	LISH	REALLO			
North Aurora,	IL	RC062	<u>)</u>	1]	150 LAT	ERAL RE	ALLOCAT			
% OF TIME		ENT AND ACCURATE STATEM	IENT OF PO	OSITION				LLCOAT			
	contract compliance. and services; provides Establishes and main	eld visits to working and living Provides assistance and guid s information and referrals fo tains various reports; mainta	dance to co r services ins and mo	ommunity related to onitors file	and State MSFW, F es; develor	e agend I-2A ar os syste	cies. E nd H-2l ems to	nters jo B progra o organi:			
25%	statewide Monitor Adv services. 1. Provides infor	munity and hiring events. Ma vocate. Utilizes Spanish lang rmation and guidance concer A Temporary Agricultural Wo	uage to as ning the M	sist clien	ts who required	uest or	need Worke	interpre ers (MS			
25% 20%	statewide Monitor Adviservices. 1. Provides infor program, H-2, Agricultural Windows pertaining to Nother interested H-2A and H-2 temporary wo to assist clien 2. Travels to cor	rmation and guidance concer A Temporary Agricultural Wo Vorkers (H-2B) program for II MSFW, H-2A and H-2B prograed parties. Provides informat 2B program services and resorkers, including but not limited that who request or need interpretated that the services and resorkers and resorkers and request or need interpretated that the services are services and request or need interpretated that the services are services and request or need interpretated that the services are services and the services are services and the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services as the services are services are services as the services are services are services are services and services are services are services and services are services are services as the services are services are services as the services are services are services and services are services as the services are services	rning the Markers (H-2/DES. Explarams to emion and assources and do to food soretive servorking and	igrant an A) progra ains rules aployers, sistance other sta stamps an vices.	d Seasona m and H-2, regulation employees to notify in the and/or and Medican	uest or al Farm 2B Tem ns, polic s, comn dividua federal re. Utiliz	Worked working and working and working and working and working and working working and wor	ers (MS / Non- nd proce groups vailable ance av panish la			
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	statewide Monitor Adviservices. 1. Provides infor program, H-2, Agricultural Winder interested H-2A and H-2 temporary workers and compliance; of federal guidel assist clients 3. Provides assist H-2B program inquiries via e of state and federal guidely assist and federal guidely assist clients	rmation and guidance concer A Temporary Agricultural Wo Vorkers (H-2B) program for II MSFW, H-2A and H-2B prograd ed parties. Provides informat 2B program services and reso orkers, including but not limite its who request or need interpretate to offer addict frequent field visits to we other migrant workers to offer conducts random field checks lines. Coordinates and execu	rning the Markers (H-2/DES. Explarams to emion and assources and do to food soretive services field-weitive services munity and es, regulation door during the MSFW,	igrant and A) programmer rules in ployers, sistance other statement and vices. I State agons, policing in policing in ployers in grant in	d Seasona m and H-2, regulation employees to notify in the and/or and Medican eas of farm nent service ctions in a nings. Utilise encies regulates ies and protes. Review d H-2B pro	al Farm 2B Tem ns, politi s, comn dividua federal re. Utiliz n worke ces and dheren izes Sp garding ocedur s and p	Worken porary cies are nunity as of a assist zes Spers and job co ce to reanish MSFV es. Reprovides	ers (MS / Non- nd proce groups vailable ance av panish la d/or agr ontract elated s languag V, H-2A esponds es interp			
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20% 15%	statewide Monitor Adviservices. 1. Provides infor program, H-24 Agricultural Winder interested H-2A and H-24 temporary workers and compliance; of federal guidel assist clients 3. Provides assist H-2B program inquiries via expression of state and federal guidel assist clients 4. Utilizing word maintains var complaints from	rmation and guidance concert A Temporary Agricultural Wolverkers (H-2B) program for II MSFW, H-2A and H-2B program services and resorkers, including but not limited the who request or need interpretation of the migrant workers to offer conducts random field checks lines. Coordinates and executive request or need interpretation of the migrant workers to offer conducts random field checks lines. Coordinates and executive request or need interpretation of the migrant workers are compassible to the mail, in person, by phone and ederal guidelines related to the desired processing, spreadsheet and processing processing, spreadsheet and processing proces	ning the Markers (H-2/DES. Explarams to emion and assources and do food so pretive services and housing tes field-westive services, regulating d/or during the MSFW, need interpolation of the improvement	igrant and A) programment in A	d Seasona m and H-2 , regulation employees to notify in the and/or and Medican eas of farm nent service ctions in a nings. Utili encies regulates the services designed by the services ment softwards arties. Pre-	al Farm 2B Temms, policis, commodividua federal re. Utilizan worke ces and dherendizes Sparding rocedur res and procedur results and procedure result	Worken porary cies are nunity is of a assist zes Spers and job code to reanish MSFV es. Reporvided Utilized stablisies, and reports Advoca	ers (MS / Non- nd proce groups vailable ance av banish la d/or agr ontract elated s languag V, H-2A esponds es interp es Span hes and nd logs s from fi ate.			

10%	5.	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to e	abor Exchange system, enters job orders and services relevant to Migrant and orkers (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Jorkers (H-2B) programs; maintains and monitors related files; develops systems to eports. Provides information and referrals for services related to MSFW, H-2A and employers, employees. community groups and other interested parties. Utilizes to assist clients who request or need interpretive services.						
10%	6.	including but not ling of Employment Sec	community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, mited to employer orientations. Provides information to promote Illinois Department curity (IDES) employment related services and unemployment insurance program Spanish language to assist clients who request or need interpretive services.						
05%	7.	Performs other dut enumerated above		are reasonably within the scope of the duties					
conducting	and sigr			le for assigning and reviewing work, preparing, and imposing disciplinary action and adjusting grievances					
370	15-44-4	10-220-20-31		WORKING TITLE (IF ANY)					
PSA 37015									
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:						
☐ SUPER	DVISOD	OR LEAD W	JORKER						
NOTE: Si	uperviso ne perce as checke	ry or lead worker res entage(s) allotted.	ponsibilities <u>must</u> be described in	a detailed duty statement(s) with a subordinate incumbents or authorized funded					
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A									
PERFORM	MANCE C	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THER	FICATION NECESSARY FOR THE SUCCESSFUL LE ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS. THE PHRASE "SAME AS SPECIFICATION"					

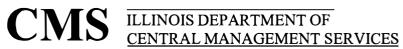
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)

16. (CONTINUED)

CAN NO LONGER BE USED.

% OF TIME

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.



I 1. POSITION TIT	16	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER									
Existing Position	LL	**	ORRING TITLE (IT AINT)	CODE	OP	TION CODE	2. POS	TION NO	VIDER	_	
New/Revised Position					<u> </u>		136	71-44-	0-300	1_11_32	
Employment 9	Security Specialist 1			29		SS	13671	-44-40- (301-1	2=31	
3. AGENCY Existing Position			4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE 11/16/22 PNC
										<u> </u>	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
New/Revised Position IL Departmen	t of Employment Securi	ity	Business Services				0	084	Υ	R	/ /
10. SECTION	7		11. UNIT				12. TRAN	SACTION	1:	3. EFFECTIN	/E DATE
Existing Position										09/01	/2018
New/Revised Position			IJL Customer Support	Carina	afiold		□ MAO:	21 ESTAB			
Labor Exchan	ge System		lac Gustomer Support	- Spring	Juein	Rutan	☐ MC0	22 EXEMP 24 POSITI	T COD		
14. WORK LOCA Existing Position	TION		15. BARGAINING/TERM C	ODE		Exempt	☐ MC0	26 CLARII	-Υ		L CHANGE
Existing Fosition							☐ MC0	28 WORK 21 ABOLIS	COUN		
New/Revised Position			DCOCO			N		49 DOWN	WARD		
Springfield, IL			RC062			N	☐ MC1	50 LATER	RD REA		
% OF TIME	16. COMPLETE CURRE	ENT AN	ND ACCURATE STATEME	NT OF F	POSITI	ION ESS	ENTIAL	FUNCTI	ONS		
	Under general supervision, provides customer service and guidance to clients related to the Internet based labor exchange system, Illinois Job Link (IJL); reviews and analyzes job seeker and employer accounts to determine eligibility for applicable Employment Service program's; provides advice and assistance on functions and services provided by IJL; reviews existing records for accuracy. Responsible for providing										
1	prompt and accurate i	respon	ises, as well as quality on exercises for Spanish s	custome	r serv	ice, in a					
35%	inquiries cond related to Une Reviews and ensure labor of clients on bes functions. Pro	erning employ resear exchar et pract evides	anguage, provides custon Illinois Job Link (IJL); extrement Insurance (UI) and the client accounts and all client for effective utilization in the complex issues and services	explains d Emplo d inform other cli ion of IJ DES pro	rules, oymen nation ent de IL syst grams	regulati at laws a provide etails are tem for j and se	ions, po s it rela d to res e record ob sear rvices a	licies an tes to IJ olve disc ed accu ches, jó pplicabl	d pro L clie crepa rately b listi e to l	nt according and according and according and according and according and according and according and according and according a	s unts. nd to ses [,] I all IJL
30%	2. Using a personal computer and related software programs, provides technical assistance to job seekers and employers. Determines job seeker eligibility for applicable Employment Service programs (including, but not limited to, Migrant Seasonal Farm Worker, Veteran, Reemployment Service and Reemployment & Eligibility Assessment); provides resume assistance. Lists job orders for employers or advises employers on creating their own job postings; provides assistance on searching resumes, account settings, and other related IJL functions.										
20%	3. Through established employment service processes and business practices, reviews IJL client account records. Reviews job seeker accounts; cross-checks with UI claimant records transferred from IBIS system; validates Job Service enrollments. Assess Reemployment Service Program (R and Reemployment & Eligibility Assessment Program (REA) profiling to ensure enrollment process correct. Resolves incomplete job listings and clarifies account information to ensure accordance IDES procedures.						erred n (RES) ocess is				
DIRECTOR OF C	MS SIGNATURE	IMMED	IATE SUPERVISOR SIGNAT	URE	AGEN	CY HEAD	SIGNATI	JRE		D	ATE
1.1	75L	- lefter D Maye 05				09/0	7/2018				
CMS-104 (Rev. 10)	/94) IL 401-0784			1		· · · · · ·	-	1		<u>-</u> "	
Du / la	194) IL 401-0784 W 9-24-18		SED 4.0								

SEP 1 0 2018

16. (CONTINUE									
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)					
05%	4.			icate recorded client issues; details instances the information to the appropriate statewide					
05%	5.	program. Assists t	ois UI and Employment laws, rules and regulations for changes related to the IJL sists the manager and/or assigned designee in preparing proposals to incorporate those revised IDES rules and procedures.						
05%	6.	Performs other dut enumerated above	ties as required or assigned which are reasonably within the scope of the duties						
conducting	g and sigr			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
	27045 4	4-40-300-10-01	·	WORKING TITLE (IF ANY)					
		4-40-301-00-01 1-40-301-00-01							
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:						
SUPER	RVISOR	OR LEAD V	VORKER						
tiı	me perce	ntage(s) allotted.	ponsibilities <u>must</u> be described in a	• • • • • • • • • • • • • • • • • • • •					
If a box was headcoun		ed above, list position	title, position number, and number of so	ubordinate incumbents or authorized funded					
	D = -10 =	T'41-	5 # Al I						
n/a	Position	TITLE	Position Number	No. of Incumbents or Funded Vacancies					
10 SPECIALI	ZED KNO	WIEDGES SKILLS	ARILITIES LICENSLIRE OR CERTIFI	CATION NECESSARY FOR THE SUCCESSFUL					
PERFORM ABILITIES CAN NO I	MANCE C S AND LIC LONGER	OF THE WORK OF TH CENSURE OR CERTI BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
the social sci at the profess Insurance law capabilities w pertinent data	ences; o sional lev vs, rules vithin IDE a. Requi anish la	r requires four years vel. Requires workir and regulations as ES. Requires the abi res ability to use a p	s of work experience in program res ng knowledge of US Department of it relates to Illinois JobLink. Require lity to effectively communicate orall personal computer with related soft	tion of four years college with major courses in search evaluation or design with two of the years Labor; Illinois Employment and Unemployment as working knowledge of automated system y and in writing; ability to organize and analyze ware programs. Requires ability to speak and sition duties in conjunction with Spanish					



ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITE	TLE WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER											
Existing Position		771	SHRING TITLE (II ANT)	CODE	OPTION CODE		44-13-57					
N- /5-1-15-15												
New/Revised Position Employment S	Security Specialist 2			29	SS		<mark>2-44-22</mark> - 44- 22-54	0 -10-3 :				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position		0	Administration							11/16/22 - PNC		
New/Revised Position			Service Delivery/				016	Υ	R			
	of Employment Securi	ty	Unemployment Insurar	nce Progr	ams	0 016 Y R						
10. SECTION			11. UNIT	12. TRAN	SACTION	13	. EFFECTIV	'E DATE				
Existing Position	Day on and Cantral		1 L 1 2 L 1 2 L 1 2 L 1 2 L 1 2 L 1 L 1						10/01/	/2014		
New/Revised Position	Payment Control					1						
Benefit Payme	ent Control		New Hire Unit				21 ESTAB 22 EXEMI		E CHANG	E		
14. WORK LOCA	TION		15. BARGAINING/TERM CO	nne -	Rutan Exempt		24 POSIT		MBER CHA	ANGE		
Existing Position	TION	700-18	10. BAHGAHAHAA TEHIM OC	JOL			27 ADDIT	IONAL I		CHANGE		
200-27	72.00						28 WORK 21 ABOLI	SH				
New/Revised Position			RC062		N		49 DOWN					
Chicago, IL	A COMOLETE OLIDOR	NIT AN		NT OF DO			58 UPWA		LLOCATIO	ON		
% OF TIME	16. COMPLETE CURRE	IN I AIN	D ACCURATE STATEME	NI OF PC	ISTRION ES	BENTIAL	FUNCTI	ONS				
	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.											
35%	information fo	r the n bmissi	al duties in the New Hire ationwide employer New ons to monitor Unemplo nent earnings.	w Hire Re	gistry. Rev	iews an	d analyz	zes en	nployer			
25%	employers re and procedur review. Revie	garding es. Res ws and nploye	anguage when necessal New Hire reporting insome sponds to inquiries; as red provides interpretation rs and New Hire progra	tructions. equested of state a	Explains p , drafts res and federal	rogram r oonses a guidelin	ules, re and sub es relate	gulation mits to te	ons, pol o manag he prog	licies ger for gram.		
20%	p. coodu.co.											
		nagem	ntains new hire reporting ent software. Maintains reports							and		
15%	3.2.37740		p									
	 Performs evaluation studies on existing New Hire processes; reviews, analyzes and evaluates new hire reporting procedures, ensuring adherence to state and federal guidelines. Participates in preparing reports from findings, makes recommendations of program improvements to New Hire manager to contribute to effectiveness of process. 						ո					
	c _											
DIRECTOR OF C	MS SIGNATURE (IMMED	IATE SUPERVISOR SIGNAT	URE A	GENCY HEAD	SIGNAT	URE		10/6	ATE 24/2014		
CMS-104\(\)(Rev. 10/	351 94NL 401-7794 A		100		All I				W Ef			
Debi	5-104/Rev. 10/94/L 403/794											

16. (CONTINUE				
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)	m q
05%	Performs other dut enumerated above		are reasonably within the scope of ti	ne duties
conducting	N TITLE AND NUMBER OF IMM g and signing performance eval umbent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, prep imposing disciplinary action and adjust	aring, ing grievances
	37015-44-22-500-40-01		WORKING TITLE (IF ANY)	
	37015-44-22-540-00-01			
18. CHECK TH	HE APPROPRIATE BOX IF THE	IS POSITION IS A:	<u> </u>	
SUPE	RVISOR OR □ LEAD V	VORKER		
ti	me percentage(s) allotted. as checked above, list position	sponsibilities must be described in a title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized fu	nded
	Position Title	Position Number	No. of Incumbents or Fund	ed Vacancies
N/A				
10. 0050141	1750 (A)OW(50.050 OK() LO			
PERFORI ABILITIE: CAN NO	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT LONGER BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	ICATION NECESSARY FOR THE SUC ARE NOW SEVERAL OPTIONS OF S RDS, THE PHRASE "SAME AS SPEC	SKILLS AND SIFICATION"
in the social evaluation, of techniques a elementary k to establish of computer sys	sciences and one year profe or design with three of the yeand and design of operational system and feder cooperative working relations atems and related software p	essional experience; or requires five ars at the professional level. Requi- etems; agency programs, service go al regulations impacting on the des ships, communicate verbally and in	etion of four years of college with made years of work experience in programes working knowledge of program cals, activities and operational systems or operation of programs. Requirely written form, use mainframe and any and write the Spanish language at g clients.	am research, research ems. Requires iires the ability utomated

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CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITL	.E	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE OPTION CODE										
Existing Position			, , , , , , , , , , , , , , , , , , , ,	CODE	OFTION	- SODE	13673-44-41-200-10-31					
New/Revised Position			7-4	29	S	${s}$	13673	13673-44 -44-40-	1-40-20 220-1	00 <u>-2</u> 0-3	1	
Employment S 3. AGENCY	ecurity S	pecialist 3	4. BUREAU/ DIVISION			1	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position			Business Services/ Em	nlover O	utraac	h	CODE	COUNTY	AUIH		09/01/1/5-	
New/Revised Position			Business Services/ Em	pioyei O	uticac	<u>'''</u>					Update to supervisor position	
IL Department	of Emplo	oyment Security	Business Services				0 12. TRAN	016	Y	R . EFFECTI	11/16/22 PNC	
10. SECTION	<u></u>		11. UNIT				CODE	3/1011	——"		VE DATE	
Existing Position	m									12/16	6/2014	
MSFW Progra New/Revised Position	111		Migrant and Seasonal I	Farm Wo	rker							
Intra-Agency C	Coordinat	ion	(MSFW) Program				☐ MC0	21 ESTAE 22 EXEMI	PT COD			
14. WORK LOCA	TION		15. BARGAINING/TERM CO	DE		Rutan Exempt		24 POSIT 26 CLARI		MBER CH	IANGE	
Existing Position	11014		10.07.07.07					27 ADDIT 28 WORK			L CHANGE	
							☐ MD0	21 ABOLI	SH			
New/Revised Position			RC062			N	☐ MC1	49 DOWN 50 LATER	RAL REA	LLOCATI	ON	
Chicago, IL % OF TIME	16 001	IDI ETE CLIDDENT AN	ID ACCURATE STATEME	NT OF PO) OSITIO	N FSSI		58 UPWA FUNCTI		ALLOCATI	ON	
30%	(MSFW indeper membe Founda Busines City and question services	DMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS r general direction, independently performs professional functions in the Migrant Seasonal Farm Worker W) Program and other relevant Wagner-Peyser or Business Services programs; plans, evaluates and endently participates in program operations, designs and format; coordinates MSFW program with bers of the Mayor's office of Employment and Training, Chicago Board of Education, SAFER dation, other employment training agencies, Cook County Development Board, Chicago Alliance of less and IDES regional and local offices; provides technical assistance to IDES staff, Federal, State, and County officials, employers, attorneys, accountants, consultants and other interested parties having tions or problems regarding MSFW and other Wagner-Peyser or Business Services programs and less. Provides interpretative services for Spanish speaking clients. 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.										
DIRECTOR OF	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. FCMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 12/09/2014						b orders, ations/ fication					
CMS-104 (Rev. 10/94) L 401-0794					/09/2014 							
NUON	しひこ	MALIT ISIAN	u.l.		1	,	1.	DEC 1	7 201	A		

16. (CONTINUE									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	N ESSENTIAL FUNCTIONS (Continued)							
15%	to employers regarding the planning and implement develops contacts with businesses to promote the b	f job duties and other requirements for the various occupations. Provides guidance ling the planning and implementation of work force recruitment procedures; with businesses to promote the benefits of listing jobs with the Department of ty. Analyzes and interprets complex federal immigration and naturalization (JSCIS) d policies required to implement USDOL programs.							
10%	 Provide technical assistance to regional and local o use in handling and reviewing of job orders, job app Serve as technical resource person to managemen or program review findings. Follow up to verify that 	lications and certification requests for tax credits. t in the preparation of responses to external audit							
10%	Travel to various locations to implement and explain and assist them in preparing applications. Assist in executives and legal representatives.	n IDES programs to participants; register enrollees conducting necessary orientation sessions for							
05%	Provides other duties as required or assigned which enumerated above.	are reasonably within the scope of the duties							
conductin	N TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsiling and signing performance evaluations; effectively recommending a cumbent of this position.)								
	37015-44-40-200-20-3	WORKING TITLE (IF ANY)							
Executive 2	13852-44-40-220-00-31 PSA, Opt S1 37015-44-40-220-00-3	•							
18. CHECK T	HE APPROPRIATE BOX IF THIS POSITION IS A:								
SUPE	RVISOR OR LEAD WORKER								
NOTE:	Supervisory or lead worker responsibilities <u>must</u> be described i	n a detailed duty statement(s) with a							
1	ime percentage(s) allotted. vas checked above, list position title, position number, and number of								
neaucou									
N/A	Position Title Position Number	No. of Incumbents or Funded Vacancies							
1973									
PERFOR ABILITII CAN NO	LIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTEMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STAND LONGER BE USED.	RE ARE NOW SEVERAL OPTIONS OF SKILLS AND DARDS, THE PHRASE "SAME AS SPECIFICATION"							
Sciences at IDES progra impacting of systems; as	nowledge, skill and mental development equivalent to four yeared two years professional experience in program research evalums, systems and procedures. Requires working knowledge in IDES programs. Requires extensive knowledge of program gency programs, service goals and ES activities. Requires the sand the ability of performing operational reviews of IDES/E	aluation or design. Requires extensive knowledge of of Federal and State laws, rules and regulations (s) research techniques and design of operational ability to establish cooperative working							

communicate effectively in oral and written form and must be able to use a personal computer with related software programs including word processing, spreadsheets, database management and electronic mail. Requires the ability to speak Spanish at a colloquial level. Requires ability to travel.



1. POSITION TITL	.El	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER OPTION CODE 2. POSITION NUMBER										
Existing Position			3022	0		10070	44.54.4	100.40	2.04			
New/Revised Position	-		29	SS	$\overline{}$	13673	<u>-44-51-1</u> 3- 44-51 -	107-0	7-31			
ES Specialist 3	3	4. BUREAU/ DIVISION	29	55	' 1	3673	44-51-1 6. WORK	07-10)-31	9. OFFICE		
S. AGENCY Existing Position		Service Delivery/				CODE	COUNTY	AUTH	8.AUDIT	USE		
		Employment Services I	Program							12/16/22- PNC		
New/Revised Position IL Department	of Employment Securit	y Service Delivery/ Field	Öperatio	ons		0	016	Υ	R			
10. SECTION		11. UNIT	11. UNIT				SACTION	B. EFFECTIV	Æ DATE			
Existing Position	- / 7151 Ctroot 0001 Of	Sian				11/16/20						
New/Revised Position	on / 71 st Street Local Of	lice						7.2				
Chicago Regio	on / Pilsen Local Office						21 ESTAB 22 EXEM		E CHANG	E		
14. WORK LOCA	TION	15. BARGAINING/TERM CC	DE		utan kempt		24 POSIT 26 CLARI		MBER CH	ANGE		
Existing Position		197 97 11 107 111 111 19 1				MC0		IONAL I		CHANGE		
						MD0	21 ABOLI	SH				
New/Revised Position Chicago, IL		RC062			N E	MC1	19 DOWN	RAL REA	LLOCATION	ON		
% OF TIME	16. COMPLETE CURRE	NT AND ACCURATE STATEME	NT OF PO	DSITION	I ESSEN		58 UPWA FUNCTI		LLOCATION	ON I		
	Under general direction	, independently performs advan	ced profe	essional	functio	ns for	the Wa	gner-F		rogram		
		ent of Employment Security (IDE										
		o address the employment servine, Re-entry/Returning Citizens,										
		Older Workers; collects and ana										
		d returning citizens, to ensure II										
		ations, agency procedures and reres to establish and maintain re										
		sitions suitable for all job seeker										
	employment opportuniti	es with qualified job seekers. Tr	avels to	various	location	ns thro	ughout	assigr	ned area	a to		
		s, including but not limited to cor										
		sed organizations, and commur Exchange System (IJL). Condu										
		person seminars and workshops										
	training content. Utilize	s Spanish language to assist clie	ents who	request	or nee	d inte	rpretive	servic	es.			
25%	1. Independently	performs advanced professiona	I function	ns for the	e Wann	ner-Pe	vser Pro	ngram	of the II	linois		
2070		Employment Security (IDES). R										
	Wagner-Peyse	r programs based on state and	federal la	aws, age	ency pro	ocedu	res and	munic	ipal reg	ulations		
		employment service needs of jory/Returning Citizens, RESEA a										
		ling but not limited to youth, olde										
		ge system (IJL) and other source										
		th state and federal regulations,										
		ant software, prepares statistica services provided.	al reports	s, charts	and gra	apns ı	used to 6	evalua	te and t	rack		
	resources and	scrvices provided.										
20%			y of training workshops for employers, job seekers and agency staff engaged in									
		loyment services. Confers with										
			ment training modules, webinars, in-person seminars and workshops related to the ment services. Organizes and develops training content using PowerPoint, Micros									
	Word and other	r software; determines best inst	ftware; determines best instructional methods. Develops and/or identifies relate					ed				
			rials; prepares and/or adapts lesson plans and job aids; selects or prepares audi						io-visual			
		ipment. Measures overall effectiveness of training programs; identifies needs ar s corrective action and conducts follow-up studies to review and evaluate training						ults				
	Travels to perf	form these dutles.										
DIRECTOR		IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE					DATE					
(1	27			_	-\+/fe	T m	Ma	re	02/	28/2019		
CMS 184 (Pay 10/94	VIII 404 0704	MAD 0.0 0015	_	-	3/0	G G	7 1					

CMS-184 (Rev. 10/94) IL 401-0794 3-13-19

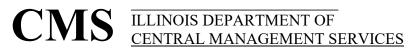
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16. (CONTINUE										
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I								
15%	employers and mark benefits of collabora advice and guidance	recommends guidelines and procedures to establish and maintain relationships with larket agency services and programs to educate employers and job seekers on the orating with the Illinois Department of Employment Security (IDES) for services. Provides nce on methods to secure employment for job seekers, including but not limited to youth, d returning citizens; collaborates in planning and implementing workforce recruitment								
15%	not limited to youth, based Illinois Labor available suitable en identifies opportuniti entering job orders i	older workers and returning citizens. Exchange system (IJL); conducts qua nployment opportunities; screens app es for participants of ES programs. F nto IJL; monitors job orders to ensure	uitable for all job seeker populations, including but Enters job order specifications using the internetality control checks and matches job seekers with plicants and coordinates employer interviews; Resolves day-to-day issues associated with e job seekers are provided consistent and passist clients who request or need interpretive							
15%	to correctional facilit and community/state partner agencies, ac workers, and returni training and education	ies, educational institutions, local cha e fairs to facilitate program services; Iministrators, employers and job seel ng citizens. Registers job seekers in onal programs and makes referrals b	conduct outreach duties, including but not limited ambers, community and faith-based organizations, explains Wagner-Peyser programs to agency staff, kers, including but not limited to youth, older IJL; provides applicants with materials on available assed on agency guidelines to assist in building to assist clients who request or need interpretive							
05%			s and regulations related to Wagner-Peyser essions, seminars and conferences to keep job							
05%	Provides other dutie enumerated above.	s as required or assigned which are	reasonably within the scope of the duties							
conducting			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
			WORKING TITLE (IF ANY)							
	31 37015-44-51-107-00-31		Local Office Manager							
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:								
☐ SUPE	RVISOR OR LEADW	VORKER								
		ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a							
		title, position number, and number of s	ubordinate incumbents or authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A										
			CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND							

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

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

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



1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITI	ION TITLE ON CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position			29		SS	136	73-44-5 44-51-22	1-220	-00-31	
Employment Security Specialist 3 3. AGENCY		4. BUREAU/ DIVISION	29	,		5. EXMT	6. WORK	7. A/I	31 8.AUDIT	9. OFFICE
Existing Position		4. BONEAU/ DIVIDION				CODE	COUNTY	AUTH	8.AUDI1	12/16/22 - PNC
New/Revised Position									_	
IL Department of Employment Securi	ty	Service Delivery/ Field	Operation	ns		0	016	2	R	N
10. SECTION		11. UNIT				12. TRAN CODE	SACTION	1	3. EFFECTIV	/E DATE
Existing Position									11/01	/2021
New/Revised Position		Employment Services				⊠ MA0	21 ESTAE	I ISH		
Chicago Region		Employment dervices			Rutan	☐ MC0	22 EXEMI	PT COE	E CHANGI	
14. WORK LOCATION		15. BARGAINING/TERM CO	ODE		Exempt	☐ MC0	26 CLARI	FY		
Existing Position									IDENTICAL TY CHANG	
New/Revised Position			☐ MD021 ABOLISH☐ MC149 DOWNW							ATION
Chicago, IL		RC062			Ν	☐ MC1	50 LATER	AL REA	ALLOCATIO	NC
=	ENT AN	D ACCURATE STATEME	NT OF PC	OSITIC	N ESS				ALLOCATIO	JIN
Under general direction	n inde	pendently performs adv	vanced n	rofess	sional f	unction	s for the	Fmr	lovment	ŀ
		n assigned region. Initia								
		tation and provision of								
		ated regulations and ag								graine,
		prove skills and attitude								
		ervices Outreach team								
		idance to employers reg								
		nize and develop guide								
		and recommendations								
interpretive services for	or Spar	nish speaking clients.								
25% 1. Independently	, porfo	ms advanced professio	anal functi	ione f	or tha I	Employ	mont Sc	rvico	e Progra	am for
		Initiates, plans, develop								
		provision of Employmer								
		ams developed by coop								
		ate procedural innovati								
		and agency goals.		Ū					•	
					_					
		or other related softwar								
		ind/or in person semina or optimum achievemen								rove
		ites formulation and ins								ilization
		improvements. Conduc								
		erall effectiveness of tra								
corrective acti		oran onconverses or a	annig pro	g. a.i.	io, iaoi		ouc un	u 100		
		siness Services Outrea								
		ares correspondence to								
		orkers; disseminates La								ızırıg
		e when necessary; ass lual applicants; serves a								ket and
		vels to worksites to perf				oi staii	regardii	ig La	DOI IVIAII	NGI AIIU
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DIRECTOR OF CMS SIGNATURE	IMMEDI	ATE SUPERVISOR SIGNAT				SIGNAT				ATE
gard July			1	KNIS	An B	chard	Jozza	Mis	44/0	1/0004
V				1 // ///	1 1				- 11/0)4/2021

16. (CONTINUE		ND ASSURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (S. III.							
% OF TIME	16. COMPLETE CURRENT A	ND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
15%	regarding the pla of employers to Illinois Labor Ex available jobs, u employer intervi verify claimant d	 Consults and coordinates with Business Services Outreach team to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures. Reviews operations of employers to identify positions suitable for participants. Processes job order specifications using the Illinois Labor Exchange system; conducts quality reviews on job orders; matches job seekers with available jobs, utilizing the Spanish language when necessary; screens applicants and coordinates employer interviews. Accesses Illinois Benefit Information System (IBIS) and related applications to verify claimant data, employment status and wage records; obtains employer account numbers needed for job order entry. Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of 								
10%	corrective action		ocal Offices of assigned region. Utilizing Excel,							
05%	improve field vis resources. Mark	 Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary. 								
05%	Service program	 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%	Performs other of enumerated about		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)							
•	37015-44-51-220-00-01		Employment Services (ES) Program Manager							
18. CHECK TH	HE APPROPRIATE BOX IF	THIS POSITION IS A:								
SUPER	RVISOR OR LEAI	WORKER								
		responsibilities <u>must</u> be described in a	detailed duty statement(s) with a							
	me percentage(s) allotted.	on title, position number, and number of s	ubordinate incumbents or authorized funded							
headcoun		on title, position number, and number of si	abordinate incumbents of authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A	1 COLUCIT FILIC	1 CONTINUEDO	110. Of mounipoints of Funded vacanities							
			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 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	F	POSIT	TION TITLE	2. POSITION NUMBER							
Existing Position	- -	_ ''	ORKING TITLE (IF ANY)	CODE	, OP 1		13673	-44-5 4-2			
New/Revised Position	No analatia	2		29	1.	SS	13673	13673- -44-54-2	4-54 20-1	-220-00- 0-31-	31
3. AGENCY	Security Specialist	<u> </u>	4. BUREAU/ DIVISION				5. EXMT CODE	6, WORK	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position							- 0002	000,,,,,			2/16/19 - Update to work loc.
New/Revised Position								0.45		1 .	12/16/22 - PNC
IL Department	of Employment S	ecurity	Service Delivery/ Fiel	d Operation	ons		0	045	Υ	R	(F.DATE
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	_ 1	3. EFFECTIV	/E DATE
Existing Position									_	10/01	/2016
New/Revised Position Northern Region			Employment Services	S				21 ESTAB 22 EXEM		E CHANG	E
14 WORK LOCA	TION		15. BARGAINING/TERM C	CODE		Rutan Exempt		24 POSIT 26 CLARII		MBER CH	ANGE
14. WORK LOCA Existing Position			10. DAROAIIVIIVO/1ERIV	JOBE			☐ MC0		IONAL		L CHANGE
	Aurora, IL						☐ MD0	21 ABOLI	SH		
New/Revised Position			RC062			N		49 DOWN 50 LATER	AL REA	ALLOCATION	ON
Aurora, IL	North Aurora			ENT OF D	COLTIC		☐ MC1	58 UPWA	RD REA	ALLOCATION	NC
% OF TIME			ND ACCURATE STATEM								
	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										
	Services (ES) Pro	ogram for a	an assigned region. Initi	iates, plar	ıs, de	velops	and org	anizes (juidei t San	ines an	arame. a
	procedures for th	e impleme	ntation and provision of lated regulations and ag	r various to	edera	illy tund	ea Emp	a for in-l	OUSE	vice pro	yrains,
	ensures compilar	ice with rei	nprove skills and attitud	dericy god les for ont	imum	achiev	ement	of region	nal ot	iectives	3 .
	Coordinates with	Rusiness S	Services Outreach tean	n to plan a	and co	onduct :	semina	rs for job	seel	kers and	i i
	employers and to	provide au	uidance to employers re	egarding t	he pla	anning a	and imp	olementa	ition (ot workt	orce
	recruitment proce	edures: ora	anize and develop quid	delines and	d proc	cedures	s to dev	elop pos	sitive	relation	s with
	employers. Prepa	ares reports	s and recommendations	s on findir	ngs to	Regior	nal ES F	rogram	Man	ager. P	rovides
	interpretive service	ces for Spa	anish speaking clients.								
050/	1 Indonone	lantly norfe	orms advanced professi	ional func	tions f	for the l	Employ	ment Se	rvice	s Progra	am for
25%	1. Independ an assign	entry pend ned region.	. Initiates, plans, develo	ops and or	ganiz	es guid	elines a	and proc	edure	es for th	e
	impleme	ntation and	I provision of Employme	ent Servic	e Pro	grams;	analyz	es Fedei	ral Re	egulatioi	ns and
	quideline	s and prod	rams developed by coo	pperating	public	and pr	ivate o	ganizati	ons t	o adapt	,
	introduce	, and integ	grate procedural innova	tions and	chang	ges to e	ensure s	service a	and co	omplian	ce with
	Federal F	Regulations	s and agency goals.								
20%	2. Utilizina	PowerPoin	t or other related softwa	are, plans	. deve	elops, s	chedule	es, and o	condu	icts trair	ning
2076	modules.	webinars	and/or in person semin	ars for in-	house	e staff c	levelop	ment pro	ogram	ns to imi	prove
	skills and	l attitudes f	for optimum achieveme	ent of regio	onal o	bjective	es; dire	cts vario	us pr	ogram	
	requirem	ents, facilit	tates formulation and in	stallation	of sta	ff deve	lopmen	t, organi	zatio	n and ut	ilization
	to effect	operationa	l improvements. Condu	icts follow	-up st	udies to	o reviev	v and ev	aluat	e trainir	ig de
			overall effectiveness of the	training pr	ogran	ns, idei	ımes n	eeus an	u reci	Ullillein	12
	corrective	e action.									
15%	3. Coordina	tes with Bu	usiness Services Outre	ach team	to pla	n and o	conduct	semina	rs for	job see	kers
	and emp	lovers: pre	pares correspondence	to employ	ers to	solicit	job ope	enings; r	efers	or acce	epts
	employe	order for	workers: disseminates I	Labor Mai	rket a	nd job i	nforma	tion to e	mplo	yers, uti	lizing
	the Span	ish langua	ge when necessary; as	sist staff f	or the	Regio	nal and	local of	rices	in job bor Mai	rkot and
•	solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and									Ket and	
area employers. Travels to worksites to perform these duties.											
			á	UA:							
DIRECTOR OF C	MS SIGNATURE	IMMED	DIATE SUPERVISOR SIGNA	TUHE /	AGENO	YHEAD	SIGNAT	URE			DATE
]	M. W. 1411	30	FINE A NA			-\+/6	A 20	May	-	12/2	22/2016
drasting of a	70A) II 401-0 7 94 4	১৬	Hanian			7,0	U	7'		<u> </u>	-
Mylla"	apsutt 1/01	17	uastia e								

16. (CONTINUED)					, ¹						
	6. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	N ESSENTI	AL FUNCTIONS	(Continued)	<u> </u>					
15%	regarding the plant of employers to ide Illinois Labor Excha available jobs, utilia employer interview	dinates with Business Services Outling and implementation of workformerity positions suitable for participange system; conducts quality revizing the Spanish language when res. Accesses Illinois Benefit Information, employment status and wage reper entry.	orce recru ants. Pro iews on j necessary ation Sys	uitment proced ocesses job ord ob orders; ma y; screens app stem (IBIS) an	ures. Revie der specificatches job se licants and d related ap	ews operations ations using the eekers with coordinates oplications to					
10%	 Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of corrective action for areas of weakness found in the Local Offices of assigned region. Utilizing Excel, prepares reports and recommendations on findings to Regional ES Program Manager. 										
05%	6. Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary.										
05%	7. Keeps abreast of changes to federal and state laws, rules and regulations related to Employment Service programs. Attends related meetings, training sessions, seminars, and conferences to keep job skills up-to-date.										
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.										
conducting ar		MEDIATE SUPERVISOR (Responsibluations; effectively recommending and									
			WORK	ING TITLE (IF A	NY)						
	015-44-54-220-00-01		Northern Region ES Program Manager								
18. CHECK THE	APPROPRIATE BOX IF THI	S POSITION IS A:									
☐ SUPERVI	SOR OR ☐ LEAD W	VORKER									
time	percentage(s) allotted.	ponsibilities must be described in		•							
If a box was on the headcount:	checked above, list position t	title, position number, and number of	subordina	te incumbents o	r authorized	funded					
	osition Title	Position Number		No. of Incumbents or Funded Vacancies							
N/A											
10 SDECIALIZE	D KNOWI EDGES SKILLS	ADDITIES LICENSURE OF CERTIF	ICATION!	NECESSARY	OD THE C	ICCESSE!!!					
PERFORMAI ABILITIES A	19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.										

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGU		SITION TION C		2. PO	2. POSITION NUMBER							
EXISTING POSITION														
NEW/REVISED POSITION						1205	13851-44-40-200-05-31							
Executive 1	State Monitor Advocate	29		SS					00-10-31					
3. AGENCY	4. BUREAU/DIVISION		5. EXMT	C	WORK OUNTY	7. A/I AUTH	8. AUDIT		9. OFFICE USE					
EXISTING POSITION														
NEW/REVISED POSITION									11/16/22 - PNC					
IL Department of Employme Security					F									
10. SECTION	11. UNIT			12. COI	TRANS. DE	SACTION 13. EFFECTIVE DATE								
EXISTING POSITION					MA021 FABLISH	1	06/16/2022							
				_ D N	☐ MA022 EXEMPT CODE CHANGE									
NEW/REVISED POSITION					MC024 F	POSITIC	N NU	JMBE	ER CHANGE					
Intra-Agency Coordination	State Monitor Advocat	e Progra	m	<u></u> ⊠ ı	MC026 (CLARIF'	Y							
14. WORK LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMPT						TICAL CHANGE					
EXISTING POSITION					MD021 A	ABOLISH	4							
				_	MC149 [NAMOC	/ARD	REA	ALLOCATION					
NEW/REVISED POSITION	RC062		N		☐ MC150 LATERAL REALLOCATION									
Springfield, IL	110002		1 14		MC158 L	JPWARI	D RE	ALLC	☐ MC158 UPWARD REALLOCATION					

Position # Page 1 of 6

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	 Under direction, as a function administrator, serves as State Monitor Advocate (SMA) for the Illinois Department of Employment Security (IDES)
	 Organizes, plans, executes, controls and evaluates the IDES State Monitor Advocate Program Implements policies and procedures for management of agency compliance with the federal requirements for services for migrant and seasonal farmworkers, including but not limited to all regulations outlined in Title 20 of United States Code (U.S.C.) section 653.108 Reviews and evaluates the agency's Agricultural Outreach Plan and makes recommendations to agency management for approval or revision prior to submission Reviews and evaluates all proposed employment services directives, manuals, and agency procedures relating to migrant and seasonal farmworkers to ensure that they comply with federal regulations. Identifies issues related to agency compliance with federal requirements for delivery of services to migrant and seasonal farmworkers and confers with agency management on the integration of program activities to resolve problems and make improvements Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding
	 Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers Travels to perform these duties
20%	Monitors, reviews and evaluates statewide delivery of employment services to migrant and seasonal farmworkers (MSFW)
	 Monitors employment service delivery by agency staff, including but not limited to on- site reviews of services at local offices and employer sites, utilizing procedures and review formats specified in federal regulations
	 Conduct reviews of agency outreach in geographical areas with a high concentration of migrant and seasonal farmworkers, including but not limited to reviews of outreach staff activity reports
	 In accordance with federal regulations and established agency timeliness guidelines, conducts field visits to working, living, and gathering places of migrant and seasonal farmworkers to discuss employment services with clients and other interested external parties, including but not limited to migrant and seasonal farmworkers, crew leaders and employers, and records the outcome of these visits
	 Evaluates results from monitoring, reviews and field visits for compliance with federal guidelines and legislation, compiles findings, and makes recommendations to agency management for corrective action and/or service delivery improvement
	 Evaluates equity of access and parity of services provided, including but not limited to interpretive services provided during agency outreach Conducts follow-up visits to ensure recommended corrective actions have been
	 implemented Utilizes Spanish language to assist clients who request or need interpretive services

Position # Page 2 of 6

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Travels to perform these duties
20%	Conducts studies, collects data and creates a variety of complex reports for internal and external parties
	 Conducts reviews and performs analysis of all statistical and other data on migrant and seasonal farmworkers reported by local offices to determine compliance with federal employment services regulations and identify areas of non-compliance in accordance with federal, state and/or agency timeliness guidelines Utilizing a PC and agency supplied software including but not limited to Microsoft Excel, creates a variety of reports to meet federal, state, and agency reporting requirements, including but not limited to complex, detailed annual summary reports based on statistical data, monitoring reviews, and other activities as required in federal regulations Responds timely to information requests from internal and external parties, including
	but not limited to agency leadership, the U.S. Department of Labor (DOL) Regional Monitor Advocate, and the DOL National Monitor Advocate
10%	 Serves as a liaison to agency staff in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers Provides guidance and technical assistance to agency managers responsible for planning and delivering employment services to migrant and seasonal farm workers Informs agency management about changes to federal regulations regarding migrant and seasonal farmworkers that impact agency policies, programs and/or systems and
	provides advice on incorporating changes Travels to perform these duties
10%	5. Serves as a liaison to workforce partners and other interested external parties in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers
	 Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers Travels to perform these duties
10%	Monitors performance of the statewide worker/employer Employment Service and Employment-Related Law Complaint System
	 Monitors and reviews complaints submitted to the system relating to migrant and seasonal farmworkers and agency staff performance in resolving complaints Reviews and evaluates agency procedures for resolving complaints related to migrant and seasonal farmworkers

Position # Page 3 of 6

farmworkers

% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS								
	proposir Monitors agencie	rates with agency management in ideing system improvements to ensure that complaint system logs and/or other authorities in accordants follow-up on violations forwarded to	s are transmitted to relevant federal ce with state and federal law								
05%	7. Keeps abreast of farmworkers	of current federal regulations related t	o employment of migrant and seasonal								
	 Conducts research on proposed changes to regulations and evaluates impact on agency programs Attends and participates in training from the U.S. Department of Labor's Regional Monitor Advocate and National Monitor Advocate, as directed Travels to perform these duties 										
05%		duties enumerated above									
preparing, c	17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)										
			WORKING TITLE (IF ANY)								
SPSA, Opt	. 1 40070-44-40-200	-00-01									
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:									
☐ Supervis	sor 🗆 Lead Worker										
percentage	e(s) allotted. If a box w	er responsibilities <u>must</u> be described i as checked above, list position title, p rized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of								
F	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A											
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.											
Minimum Qualifications 1. Requires knowledge, skill and mental development equivalent to completion of four (4) years of college, preferably with courses in business or public administration 2. Requires one (1) year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program, preferably including one											

position duties in conjunction with Spanish speaking clients

3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out

(1) year of professional experience providing employment services to migrant and seasonal

Position # Page 4 of 6

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

Specialized Skills:

- Of the one (1) year of required experience, requires one (1) year of professional experience
 providing employment services or related outreach services, such as social services, health
 services, legal services and/or education services, to migrant and seasonal farmworkers and
 communicating effectively with a range of internal and external stakeholders, including but not
 limited to migrant and seasonal farmworkers, employers, agency management and staff, and
 external organizations serving migrant and seasonal farmworkers
- Requires extensive knowledge of using Microsoft Excel functionality to create complex statistical reports

Preferred Qualifications

- Prefers experience providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
- 2. Prefers experience communicating effectively with a range of stakeholders, including but not limited to migrant and seasonal farmworkers, employers, agency management and staff, and external organizations serving migrant and seasonal farmworkers
- 3. Prefers experience using Microsoft Excel to create complex statistical reports
- 4. Prefers extensive knowledge of the principles and practices of public, business, and/or nonprofit administration
- 5. Prefers experience analyzing administrative problems and adopting an effective course of action
- 6. Prefers experience developing, implementing, and evaluating new and revised methods, procedures and performance standards
- 7. Prefers experience exercising judgment and discretion in developing, implementing and interpreting policies and procedures
- 8. Prefers experience developing and maintaining cooperative working relationships with a range of stakeholders
- 9. Prefers professional experience communicating effectively both verbally and in written form
- 10. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

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

Position # Page 5 of 6

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 State Monitor Advocate. The person in this position plays a critical role in Illinois' Monitor Advocate System that protects the standard of employment services to migrant and seasonal farmworkers as required under federal law. Responsibilities include monitoring delivery of services, conducting field visits, compiling and analyzing statistical data, and conferring with agency management to resolve compliance issues. This position provides a great opportunity for someone who has a strong knowledge of federal employment laws pertaining to migrant and seasonal farmworkers and is dedicated to ensuring compliance with federal regulations. The ideal candidate for this position will have extensive experience providing employment services to migrant and seasonal farmworkers and performing detailed monitoring and analysis of program performance, including complex statistical analysis, to meet federal reporting requirements. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
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Position # Page 6 of 6

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1. POSITION TIT	E	W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSI					
Existing Position							47				
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Hearings Refe	ree		A BUSEAU BINGON	29	33	5. EXMT	6. WORK			9. OFFICE	
3. AGENCY Existing Position	1-		4. BUREAU/ DIVISION	_		CODE	COUNTY	7. A/I AUTH	8.AUDIT	USE	
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New/Revised Position	of Employment Coouri	4	Legal Services/ Board	of Review	v	5	016	Υ	R.	Rutan	
10. SECTION	of Employment Securi	ıy	11, UNIT 12. TRANSACTION 13. EFFECTIV							Exempt VE DATE	
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New/Revised Position	40 30 00		* **								
Board Decision	ns						21 ESTAB 22 EXEMP		E CHANG	ie	
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New/Revised Position					-\/-	☐ MC14	49 DOWN	WARD			
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Chicago, IL 60		5. IT AA		T 05 50	-1	E1 = 1 = 1		2012			
% OF TIME	16. COMPLETE CURRE	ENI AN	D ACCURATE STATEMEN	II OF PO	STIONESS	ENTIAL	FUNCTI	ONS			
	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 er's pro late a	by resolving jurisdictiona e and the Board of Revie otest to a claim for benef ppeals to either or both the frequests by the parties	ew, as we its; deter ne Appea	ell as to the t mines the le als Sub-Divi	timeline egal suf sion Re	ess and s ficiency feree ar	sufficion of rea	ency u sons g	nder law iven by	
20%	support a dec insufficiency t	ision o o dete	nent content of each file f the Board of Review wi rmine whether to remand further investigation or e	th respec I the mat	ct to each is ter to the Cl	sue, an aims Ao	d in cas djudicato	es of I or or A	egal ppeals	Sub-	
15%	3. Using the Spanish language when necessary, reviews the transcript of the testimony submitted before the Appeals Hearings Referee, along with all other file documents, including agency records, communications by the parties, evidentiary exhibits, briefs by legal counsel, and prior Board of Review decisions involving the same claimant; weighs the legally admissible facts in the record and considers the arguments and contentions made by the parties, evidentiary exhibits, briefs by legal counsel, and prior Board of Review decisions involving the same claimant; weighs the legally admissible facts in the record and considers the arguments and contentions made by the parties, or questions involved; analyzes and evaluates testimony and other evidence, and determines the credibility of witnesses.										
DIRECTOR OF C	MS SIGNATURE	IMMED	IATE SUPERVISOR SIGNATU	IRE AC	SENCY HEAD	FIGNAZ	THE /		C	DATE	
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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 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 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.		enders legal assistance in the preparation for, or hearing of, cases coming before the Board of eview for a formal hearing, and in the preparation of decisions by the Board of Review in such ses, as required.							
05%	7.	Performs other duti enumerated above.		are reasonable within the scope of the duties						
conducting	g and sig			e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances						
				WORKING TITLE (IF ANY)						
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18. CHECK TI	HE APPE	OPRIATE BOX IF THI	S POSITION IS A:							
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ti	me perceas 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						
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license to priviles and of to the Deparemental employers, rability to ana clear mental	actice la procedu tment. I epresen alyze and 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 hearing agencies; through knowle o maintain satisfactory working rela nizations and other members of the 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	N TITLE WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NU								MDED		
Existing Position		+ **	ORKING TITLE (IF ANT)	CODI	E OP	TION CODE	2. 703	TION NO	WIDER		
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New/Revised Position Office Adminis	strator 4		180	29		SS1	29994	-44-08-	120-3	0-3 1	
3. AGENCY			4. BUREAU/ DIVISION	SAME OF THE SAME O	16		5. EXMT CODE	6. WORK COUNTY	7.A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											11/16/22 PNC
New/Revised Position II Dent of Em	ployment Security		Legal Services/ App	eals			0	016	N	R	
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New/Revised Position Chicago, IL			RC028	3		N	☐ MC1	49 DOWN 50 LATER 58 UPWA	AL REA	ALLOCATIO	ON
% OF TIME			ID ACCURATE STATEM								
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. 1. Performs complex, specialized and technical functions supporting Case Management activities for IDES UI appeals on claims for benefits; conducts research pertaining to incoming benefit appeals cases; accesses systems including but not limited IBIS to gather and/or update information; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; analyzes incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; identifies and resolves issues; produces and maintains logs and databases to organize and track caseloads; serves as a liaison between Hearings Referees, Appeals Manager, other IDES staff and concerned parties in matters relating to case management of benefit appeals; utilizes Spanish language to assist clients who request or need interpretive services; notifies parties of changes to hearing dates.										
10%	implements of	clerical and reco	nizes, reviews, evalua processes for the rece ord of public inquiries	eipt, revie	ew, data	a entry a	and doc	keting o	f inco	ming ap	peals
10%	3. Prepares case files and related documentation and physical evidence for benefit appeals; utilizes systems including but not limited to IBIS to monitor, update and correct information in physical and/or electronic case files; creates appeals files for viewing in the office by parties; creates and/or generates appeals notices and mails notices to involved parties.										
DIRECTOR OF C	MS SI NATUFE	IMMED	RECEIV IATE SUPERVISOR SIGNA	ATURÉ	AGEN	CY HEAD	SIGNATI	JRE		D	ATE
	faul ande 39		JUN 1 8 20	19	Th	by	o Ch	m	· <u>·</u>	06/1	7/2019

16. (CONTINUE	D)												
% OF TIME	16. COM	IPLETE CURRENT AND	ACCURATE STATEMENT OF	POSITION	ESSENTIAL FUNCTION	IS (Continued)							
10%	4.	deadlines for work	projects; using a PC and tains inventory of office s	agency s	upplied software co	nitors priorities and tracks mpiles statistical reports of dinates orders for new							
10%	5.	5. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.											
10%	6.	 Confers with supervisor to discuss processing, procedural and work flow problems, propose solutions and make recommendations for annual program goals and objectives; confers with central and field personnel to correct and/or update system information for administration of the Illinois Unemployment Insurance Act, Rules and Administrative Code as it relates to benefit appeals. 											
10%	7.	7. Communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; provides information to claimants regarding policies and procedures; accesses and reviews case files to answer inquiries from walk-ins and telephone calls; utilizes Spanish language to assist clients who request or need interpretive services.											
05%	8.	Performs other dut enumerated above		ed which a	are reasonably withi	n the scope of the duties							
conducting	g and sign		MEDIATE SUPERVISOR (Ruations; effectively recomme			iewing work, preparing, action and adjusting grievances	s						
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Office Associa	te		30015-44-08-420-30-32	30015-4	4-08-400-23-32	2-3							
				·									
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SING	CE THERE	ARE NOW SEVERA	Y FOR THE SUCCESSFUL L OPTIONS OF SKILLS AND 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 TITLE	=		V//	ORKING TITLE (IF ANY)	, T	BILINGUAL	POSITIO	ON TITLE	2. POSI	TION NU	MBER	-			
Existing Position					+	CODE	OPTIO	N CODE	30015-44-03-310-10-38						
New/Revised Position															
Office Associate	e					29	5	S2		-44-03-0		0-38	I o occor		
3. AGENCY				4. BUREAU/ DIVISION				5. EXMT CODE	6 WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position															
New/Revised Position				Legal Services/ Bo	ard o	Reviev	v		0	016	Υ	R			
IDES 10. SECTION				11. UNIT						12. TRANSACTION 13. EFFECTIVE DA					
Existing Position									CODE						
									01/01/2014						
New/Revised Position									☐ MA021 ESTABLISH						
Administrative S	Support			Rutan						☐ MC022 EXEMPT CODE CHANGE					
14. WORK LOCAT	ION			15. BARGAINING/TER	M COD	E		Exempt	MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANGE						
Existing Position									☐ MC0	28 WORK	COUNT				
New/Revised Position						<u> </u>	-			21 ABOLI 49 DOWN		REALLOC	ATION		
33 S. State Stre	eet			RC0	114		1	N	MC1	50 LATER	IAL REA	LLOCATIO	NC		
Chicago, IL 606	303								_			LLOOATK			
% OF TIME	16. COM	PLETE CURRI	ENT AN	ID ACCURATE STATI	<u>EMEN</u>	T OF PC	SITIO	N _{ESS}	<u>ENTIAL</u>	FUNCTI	ONS	<u> </u>			
	related I from val informat services	egal correspondious sources toon. On a rotal for Spanish : Using a person Court decision attention; prionecessary information and accuracy Choosing appupdate transactions of the court of	ondence requiring speaking onal cons and oritizes formation or have leactions ent via	pecialized word proce; performs a variety ng technical knowled basis, serves as offing clients. Imputer and related related related legally bind correspondence by on from documents is materials for grambeen approved. It is computerized system on the Benefit Informetax, fax, and mail coument results, creates.	equiping do type of to cre imar, particula	lated fur the Be ceptionis ment, ty cument of action ate age ounctua access a System ess and	nctior nefit I st and vpes a s, brin requ ncy re tion a ses da m, Bo	ns invo Informa I timeke and sca nging s uired. D ecords and forr atabase ard Do system	lving the ation Systems Boasignifica Develop and legand; find the storage of the	e acquiststem to Provides rd of Rent matters, formalizes af put, extra dut,	eviewers to take ter lay	of informand exi- pretative and Cir- the mar- nputs docum rout, de evise an s to han- cordings	nation tract e cuit nager's ents sign d/or dle		
15%	3.	Completed car Using the Sp Analyzes info	ises, fil anish la ormatio	ns functions related to the maintenance and anguage when nece to from electronic ago quest for information	retriev essary jency	val. , receiv records	es, re , polic	cords a	and har d proce	idles pu dures to	blic in	quiries. ond to p			
15%	4. On a rotational basis, serves as office receptionist; answers questions concerning the status of appeals and greets visitors. Opens, sorts, prepares and distributes mail; ascertains correct addresser for retuned or undelivered mail. Performs routine equipment maintenance functions.														
DIRECTOR OF C	VIS SIGNA	TURE	IMMED	DIATE SUPERVISOR SIG	GNATU	RE TA	GENC	Y HEAD	SIGNAT	URE			ATE		
-ave	Mr.	leal .					$-\mathbf{f}$	1 /	K /			121	20/13		
CMS-104 (Rev. h h)/s	#\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	0/2962n1	<u> </u>		31/	- 	X			10-					
	115	14		L	, -	· · · · · · · · · · · · · · · · · · ·	7	,							

16. (CONTINUE			
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	reviews for accurac processing; resolve	cy and completion; enters informati es discrepancies. Maintains all time 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%	Performs other duti defined.	ies as required or assigned that are	e reasonably within the scope of those previously
: '			
17. POSITION	N TITLE AND NUMBER OF IMN	MEDIATE SUPERVISOR (Besponsible	for assigning and reviewing work, preparing,
conducting			imposing disciplinary action and adjusting grievances
	unbent 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	
SUPE	RVISOR OR LEAD W	VORKER	
NOTE: S	upervisory or lead worker res 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
headcour			
n/a	Position Title	Position Number	No. of Incumbents or Funded Vacancies
104			
	· · · · · · · · · · · · · · · · · · ·		
19. SPECIAL PERFOR	IZED KNOWLEDGES, SKILLS, MANCE OF THE WORK OF TH	ABILITIES, LICENSURE OR CERTIF	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND
ABILITIE	S AND LICENSURE OR CERT	IFICATION IDENTIFIED ON STANDA	RDS, THE PHRASE "SAME AS SPECIFICATION"
CAN NO	LONGER BE USED.		
Requires know	owledge, skill and mental dev	velopment equivalent to the comple	etion of high school and two years of office
experience.	Hequires extensive knowledo ploav. Requires the ability to	ge of office practices and procedure use and operate complex computer	es; composition, grammar and spelling, including erized systems on mainframe, to use a PC with
software pro	grams (including but not limit	ted to MS Word, Excel, PowerPoin	t and Outlook), peripheral computer equipment,
and telephor	ne systems. Requires the abi	lity to work within short timeframes	r; make decisions independently; work with and o type accurately at 45 wpm. Requires the ability
	anish at a colloquial level.	a case imonination, and the ability to	o type accurately at 45 wpm. nequires the ability
	• •		The state of the s



1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POSITION NUMBER						
Existing Position					37015	-44-06-	330-0	0-31			
New/Revised Position Public Service	e Administrator		29	SS1	37015	-44-16-	500-0	0-31			
3. AGENCY	*C	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position							3/1/2020 - update to subord. and A/I				
New/Revised Position IL Departmen	t of Employment Security	Administration/ Human Resource Mana	agement	-	0	016	1 ^N -	R	code 11/16/22 - Update subords. PNC		
10. SECTION	(3)	11. UNIT	12. TRANSACTION 13. EFFECTIVE DA								
Existing Position	25		***	•	03/01/2015						
New/Revised Position				☐ MA021 ESTABLISH							
Recruitment 8	Selection		☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE								
14. WORK LOCA	TION	15. BARGAINING/TERM COL	DE	Rutan Exempt		24 POSIT 26 CLAR I		MBER CH	ANGE		
Existing Position					☐ MC0:	27 ADDIT 28 WORK 21 ABOLL	COUNT		CHANGE SE		
New/Revised Position		70000	7		·□ MC1	49 DOWN	WARD				
Chicago, IL	7102	RC063		N		50 LATER 58 UPWA					
% OF TIME	16. COMPLETE CURRENT AN	ID ACCURATE STATEMEN	T OF PO	SITION ESS	ENTIAL	FUNCT	ONS				
20%	of Recruitment and Selection; provides leadership and direction to staff engaged in the implementation of programs, policies and procedures governing recruitment and selection as it relates to the administration of the provisions of the "Rutan vs. Republican Party of Illinois" judicial decree; explains and interprets program policy; works with managers to develop and coordinate employment selection evaluation services. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations. 1. Organizes, plans, executes, monitors and evaluates the Recruitment & Selection section of the Human										
	Resource Managemer procedures; directs state projects; interprets pro assure they are being	nt for IDES. Plans and direction of the on-going operation of the on-going operation of the on-going operation of the operati	ects the i ons and tablishes with the	implementa implementa s goals and e provisions	tion of p tion of f objectiv of the "	orogram Recruitn res and 'Rutan v	polici nent & devel s. Re	ies and & Select ops plai publica	tion ns to n Party"		
15%	staff to meet day-to-da prepares and signs pe policy, procedures and implementation of corr	s and evaluates work of some distraining to assigned staffly operating needs; establing formance evaluations. On the program operations. Districtly ective action; when appropriate to provide the state of the provider of th	f; counse lishes an onducts cusses p priate, c	els staff reganded in the staff regarded in	arding vand objookeep s keep s as and ob- discipl	vork per ectives; taff abre coordina inary me	forma appro east o ates the eeting	nce; rea oves tim f chang ne	ne off; es in		
3. Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job vacancies. Establishes and maintains interviewing and recruitment relationships with agency staff. Implements and evaluates operational policy and procedures designed to assure compliance with sta and federal regulations relative to the agency's hiring practices. Works with agency management star to assure needed services are developed and supplied in a timely and efficient manner.											
DIRECTOR OF C	MS SIGNATURE IMMEDI	ATE SUPERVISOR SIGNATUR	RE AG	ENCY HEAD S	SIGNATU	Maye	-		ATE 9/2015		
MS-104 (Rev. 104)	apscott 417/15	JUL APR 1 4 2015				1					

16. (CONTINUE	D)												
% OF TIME		ACCURATE STATEMENT OF POSIT	TION ESSENTIAL FUNCTIONS (Continued)										
15%	Establishes and ma and public organiza recruiting applicants to recruit protected	intains effective working relation tions. Develops, promotes and s for under-utilized positions. Pa	facilitates job placements for the Department by articipates in outreach activities specifically designed affirmative action groups, including African-American,										
10%	completes candidat 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%	6. Supervises staff engaged in the process of posting and filling of vacant positions. Directs the procedural review of processing requests to post and fill vacant positions. Establishes criteria for accepting and / or rejecting requests to post. Ensures that the procedures for categorizing and transmitting bidders lists and applications to managers in accordance with Personnel Rules, labor contracts, agency policies and any other related rules and regulations.												
05%	7. Supervises agency participation in job fairs, placement programs and related community based recruitment activities. Prepares and distributes literature regarding the hiring process. Discusses the recruitment and career opportunities within IDES. Prepares reports reflecting status of recruitment activities.												
05%	and procedures or r	elated human resource manage	sessions or meetings to inform staff on hiring process ement processes; provides advice and instruction to seminar sessions in agency offices statewide.										
05%	Performs other dution enumerated above.		ch are reasonably within the scope of the duties										
conducting			sible for assigning and reviewing work, preparing, and imposing disciplinary action and adjusting grievances										
			WORKING TITLE (IF ANY)										
SPSA, Opt 1	40070-44-16-000-00-01		Manager of Human Resource Management										
18. CHECK TH	HE APPROPRIATE BOX IF TH	IS POSITION IS A:											
⊠ SUPE	RVISOR OR LEAD V	VORKER											
NOTE: S	upervisory or lead worker res	sponsibilities must be described	l in a detailed duty statement(s) with a										
ti	me percentage(s) allotted.		of subordinate incumbents or authorized funded										
headcoun		,											
	Position Title	Position Number	No. of Incumbents or Funded Vacancies										
	rces Specialist	19693-44-16-500-10-01, -10-51	19693-44-1 6 -500-00-01, 00-51										
Human Resou	rces Representative	19 092-44-10-500-10-01, -10-5 1	19692-44-16-500-00-01, 00-51 1 - 3										

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

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

Existing Position	LE	W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
			······································			T	44-70-3		-31		
New/Revised Position		-2		29	SS		44-70-43 44-72-1				
Ul Revenue A 3. AGENCY	nalyst Z		4. BUREAU/ DIVISION			5 EXMT	6 WORK	7 A/I	8 AUDIT	9 OFFIC	
Existing Position	=			-		CODE	COUNTY	AUTH		12/01/21	
New/Revised Position						_	_				
	t of Employment S	ecurity	Revenue	0	016	2	R	E DATE			
10. SECTION Existing Position			11. UNIT	12. TRANSACTION 13. EFFECTIVE DA							
Employer Re	oorting					10/16//2020					
lew/Revised Position	50, ting			MAN21 ESTABLISH							
Employer Ser	vices		Employer Account Anal	MA021 ESTABLISH MC022 EXEMPT CODE CHANGE							
4. WORK LOCA	TION		15. BARGAINING/TERM COL	Œ	Rutan Exempt	MC024 POSITION NUMBER CHANGE MC026 CLARIFY					
xisting Position					27 ADDΠ 28 WOR						
ew/Revised Position			7.1.	□ MD0	21 ABOLI 49 DOWI	SH					
hicago, IL			RC062	☐ MC1	50 LATER	RALRE	ALLOCATI	ON			
OF TIME	16. COMPLETE CU	RRENT	AND ACCURATE STATEME	NT OF PC	SITION ESS				ALLOCALI		
25%	deactivation of powers of attorney submitted by representatives. Utilizes Spanish language to assist clients who request or need interpretive services. 1. As a senior level analyst, performs complex UI Revenue employer account maintenance activities and deta analysis of employer records submitted to determine liability, correct contributions and financial status; answers complex inquiries regarding liability and compliance, requiring advanced knowledge of the UI Act. Researches and analyzes records and documents. Resolves tax problems by making adjustments to emplace accounts including but not limited to accounts involving complex predecessor / successor accounts. Resolves issues with various employer reports, including but not limited to those submitted through GenTax; utilizes PC and relevant computerized systems to perform analysis of affected accounts; determines the correct contributions, evaluates the remittance submitted and determines the accuracy of the penalty assessed as result of non-compliance with the UI Act; determines relevant functional referral when the employer has ongoing problems with the Department. Utilizes Spanish language to assist clients who request or need									detai Act.	
	issues with var PC and releva contributions, result of non-c	rious em nt compo evaluate compliance ems with	uterized systems to perforr s the remittance submitted ce with the UI Act; determin	it not limite nanalysis and deteri nes relevar	ed to those s of affected a mines the ac nt functional	ccounts curacy c referral	; determ of the pe when the	ines th nalty a e emp	ne corre issesse loyer ha	esolve zes a ct d as a s	
20%	issues with var PC and releva contributions, result of non-congoing proble interpretive se 2. Provides technand/or their repand methods or representative following estal variables to the Internal Reven	rious em nt complevaluate evaluate compliance ems with rvices. nical assi presenta of determ s of curre olished p e employ ue Servi	uterized systems to perforr s the remittance submitted ce with the UI Act; determin	at not limited an analysis and determines relevant panish land and the UIA lence and crediting protest pexplains the quiries fro offication of	ed to those so affected a mines the act of the functional aguage to assect, agency procedures, in rocedures, in employer fagency held	ccounts curacy of referrally sist clien colicy an . Explai forms er Respond the state s and/or	determ of the per when the ts who re d proced ns requi mployers ds to em experie their rep	ines the naity as employee endes and/o ployeence fareser	ne corre assesse loyer ha to r nee to emplo ats of the or their r rate pro actor and atatives a	esolve zes a ct d as a s d oyers UIAc otests d othe	
	issues with var PC and releva contributions, result of non-congoing proble interpretive se 2. Provides technand/or their repand methods or representative following estal variables to the Internal Reven	rious em nt complevaluate evaluate compliance ems with rvices. nical assi presenta of determ s of curre olished p e employ ue Servi esist clier	uterized systems to perform the remittance submitted ce with the UI Act; determine the Department. Utilizes Sistance and advice regarding tives by phone, correspondining contribution rate and tent account status and/or or orocedures and guidelines; vertax rate. Responds to ince (IRS) regarding the cert	at not limited an analysis and determines relevant panish land and the UI A lence and crediting part protest pexplains the quiries from the protest perpretive services.	ed to those so affected a mines the act of the functional aguage to assect, agency procedures, in rocedures, in employer fagency held	ccounts curacy of referral v sist clien colicy an . Explai forms er Respond the state s and/or d UI tax r	d proced of proc	dures dures dures and/o ploye ence fareser Utilize	ne corre assesse loyerha to emplo ats of the or their rrate pro actor and atatives a es Spani	esolve zes a ct d as a s d oyers UI Ac otests d othe	

% OF TIME	16.		DACCURATE STATEMENT OF POSITION	
15%	3.	Information System (IBI computer screens for in assignments to bring en procedures and guidelinot limited to New Hire employers and/or their incomplete.	PIS), Benefit Charging System (BCS) in equiry and input in order to research, employer accounts into balanced statu ines. Verifies employer tax rates. Input and Unemployment Insurance (UI) C	g but not limited to GenTax, the Illinois Benefit and Benefit Funding System (BFS), accesses analyze and amend records to complete us ready for communication based on established ats and/or uploads employer reports, including but contribution reports. Responds to inquiries from of any related reports. Utilizes Spanish language to
15%	4.	reports; corrects the rep contributions, penalty a the suspension based or representatives of upda tracking purposes. Revi and/or their representat	ports to conform to the correct format and interest reflects corrections in the on established procedures and guide ates to account status; establishes an iews rejected reports; identifies reas tives to obtain missing agency requir	eviews suspended employer contribution and wage t; adjusts the tax liability as it applies to evarious relevant automated systems impacted in elines; sends notifications to employers and/or their ad/or maintains audit trails and notes to accounts for ons for rejection and communicates with employers and documentation and/or correct the transmitted request or need interpretive services.
10%	5.	reviews and makes com		heir accuracy, ensuring compliance with the UI Act; d wage reports as a result of account maintenance; orts in adherence with the UI Act.
10%	6.	coordinates set up and/ limited to GenTax; revie assistance and advice r coordinates timely upda verifies that accurate ma	for removal of powers of attorney in re ews mailing instructions associated w regarding agency requirements for m ates to relevant UI Revenue employe	y submitted by employer representatives; elevant computerized systems, including but not vith powers-of-attorney; provides technical railing of forms to employer representatives; er accounts for mass updates by service firms; ailing addresses for employer accounts are
05%	7.	Performs other duties a enumerated above.	s assigned or required that are reaso	onably within the scope of those previously
conductin	g and			e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
PSA, Opt. 1	37(015-44-72-130-00-01	37015-44-70-430-00-01	
18. CHECK TH	IE A	PPROPRIATE BOX IF THE	IS POSITION IS A:	
☐ SUPER	₹VIS(OR OR LEAD V	WORKER	
ti	me p as ch nt:	percentage(s) allotted. necked above, list position		a detailed duty statement(s) with a subordinate incumbents or authorized funded
.	Pos	sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	ZED	KNOWLEDGES SKILLS	ABILITIES LICENSURE OR CERTIFI	ICATION NECESSARY FOR THE SUCCESSFUL
PERFORM ABILITIES CAN NO L	ANC AN ONC	CE OF THE WORK OF TH D LICENSURE OR CERTI GER BE USED.	HIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
business, ma	them	natics or a related field, pl	lus three years of professional experi	ollege with major coursework in accounting, ience in account maintenance, investigation and e Act; databases and hard copy information sources
used within ID	ES,	including but not limited to	to GenTax, the Illinois Benefit Inform	nation System (IBIS), Benefit Charging System
(BCS) and Be	nefi	t Funding System (BFS);	employer's rights and obligations rel	lated to unemployment insurance contributions.

Requires working knowledge of mathematical concepts. Requires ability to communicate effectively, both orally and in writing; gain and maintain effective working relationships with agency employees, employers and the public; effectively organize and analyze pertinent information for provision of collection and/or accurate allocation of contributions. Requires the ability to use a PC and related software packages such as word processing and spreadsheets, database management, e-mail, the Internet and computerized agency systems, including but not limited to GenTax, IBIS, BCS and BFS. 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)

POSITION DESCRIPTION F

1. POSITION TIT	TLE	W	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE OPTION CODE							 -	
Existing Position		Ì			OF HON CODE						
New/Revised Position UI Special Ag	ent			29	SS	47006	47096-4 -44-04-7	4-04- 711-1	700-11-0	31	
3. AGENCY		•	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK	7. A/I	8.AUDIT	9. OFFICE	
Existing Position						CODE	COUNTY	AUTH		USE	
New/Revised Position	t of Employment Secui	ritv	Financial Operations/ 0	QACR		0	016	Υ	R		
10. SECTION		,	11. UNIT	12. TRAN CODE	SACTION	1:	3. EFFECTIV	EFFECTIVE DATE			
Existing Position						03/16/2019					
New/Revised Position Admin Plannir	ng		Benefits Accuracy Mea	MA021 ESTABLISH MC022 EXEMPT CODE CHANGE							
14. WORK LOCA	TION		15. BARGAINING/TERM CO	DE	Rutan Exempt	☐ MC0	24 POSIT 26 CLARI	ION NU FY	MBER CH	ANGE	
Existing Position						☐ MC0	27 ADDIT 28 WORK	COUN			
New/Revised Position					- 	_	21 ABOLI: 49 DOWN		REALLOCA	ATION	
Chicago, IL			RC062		N		50 LATER 58 UPWA				
% OF TIME						ENTIAL	FUNCTI	ONS			
20%	Under direction, performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement (BAM) unit of the Illinois Department of Employment Security (IDES) to assess the propriety of Unemployment Insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois an U.S. Department of Labor (DOL); detects UI overpayments, fraud and other violations of state and federal laws; determines accuracy of monetary determinations issued to claimants, utilizes guided questions and other DOL recommended investigative techniques, procedures and guidelines to interview and interact with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to UI benefit payments and develop additional audit leads; prepares written determination and/or decision for each audit, attends hearings to present evidence, compiles relevant audata, prepares reports, and makes recommendations to improve processes related to UI benefits, travels to atteand participate in training, workshops, and/or DOL mandated peer reviews of case files; utilizes Spanish languate to assist clients who request or need interpretive services. 1. Performs audits of a highly complex, sensitive nature for the BAM unit of IDES to assess the propriety of UI benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL; detects UI overpayments, fraud and other violations of state and federal laws. Conducts intensive audit interviews with claimants selected by the DOL random audit program; utilizes Spanish language to assist clients who request or need interpretive services; assesses and evaluates all factors relevant to the Illinois Act and DOL procedures which could or have affected claimant eligibility for UI benefit certification and/or adjudication processes; determines whether federal and state laws and policies were followed uniformly by claimants, employ										
15% 15%	and relevant software, uses the definition of base period specified in the Illinois UI Act and information from Benefit payroll records to calculate the weekly benefit amount and number of weeks claimants were eligil receive UI benefits and evaluate results against actual monetary determinations issued. Enters investigate findings into audit case files and agency, state and/or federal computerized systems including but not limit the DOL quality control statistical survey database.									from gible to gative imited to eason or need	
			termines whether claimants met all criteria for UI benefit eligibility ex guidelines and the Illinois UI Act.					estal	olished b	y state	
DIRECTOR OF C	.4 1/ 4	IMMED	IATE SUPERVISOR SIGNATU		GENCY HEAD				D	ATE	
	NI mele: 27	Ú	ECEIVED		thoma	Jul	m	-	04/0	4/2019	

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16. (CONTINUE	D)													
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIA	AL FUNCTIONS (Continued)									
15%	4.	interviews and interacts of by phone and/or in writing benefit payments and de search for work according clients who request or ne monetary determinations including but not limited to	with claimants, employers, governments to detect violations of state and few velop additional audit leads; contacting to state and federal policies and the dinterpretive services; secures do audits claimants' dependencies to birth, marriage, death and/or divor	ent ageno deral law is employ ne Illinois ocumenta determin rce 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 ation 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.	tilizing 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 olated or misapplied if any, and the applicable disqualification prescribed by the Illinois UI Act.											
05%	6.	Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal UI Act; explains evidence, findings and relevant issues to all parties.												
05%	7.	7. Prepares Benefits Accuracy Measurement (BAM) audit case files; compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database; collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the UI Program as required by the federal Improper Payments Information Act (IPIA). Prepares reports of findings; makes recommendations to improve IDES interviewing, adjudication and payment processes related to UI benefits.												
05%	8.		evelopments in laws, rules and regul orkshops, and/or DOL mandated pee		levant to BAM; travels to attend and s of case files.									
05%	9.	Performs other duties as above.	required or assigned which are reas	sonably v	within the scope of the duties enumerated									
conducting	g and		IEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grievances									
		,	27045 44 04 700 44 04	WORK	ING TITLE (IF ANY)									
PSA, Opt. 1	37	0 15-44-04-711-00-01	37015-44-04-700-11-01											
	IE A	PPROPRIATE BOX IF THIS	S POSITION IS A:	L										
☐ SUPE	RVIS	OR OR □ LEAD W	ORKER											
			ponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a									
		ercentage(s) allotted.	itle position number and number of a	ubordina	to incumbents or outhorized funded									
headcoun		necked above, list position t	itle, position number, and number of s	ubordina										
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies									
N/A	7ED	KNOWI EDGES SKILLS	ABILITIES LICENSLIDE OD CEDTIEI	ICATION	NECESSARY FOR THE SUCCESSFUL									
	PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.													

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in 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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3. AGENCY							4. BU	REAU	ועום ע	ISIO	N					5 EXMT CODE	T	6 WORK COUNTY	7 A/I AUTH	8. AUDIT	9 OFFICE USE
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New/Revised Position IL Departmer		Emp	loyn	nent S	ecur			rice D				nce F	rogra	ms		0		016	2	R	
10. SECTION							Unemployment Insurance Programs 11. UNIT						12. TRANSACTION 13. EFFECTIVE DATE CODE								
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Chicago, IL											062				N	□ MC	158	B UPWA	RDRE	ALLOCATI ALLOCATI	
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16. (CONTINUE														
% OF TIME	16.		ACCURATE STATEMENT OF POSITION											
10%	4.	to claimants, employe documents and/or oth storage and/or mainte	rs, government agencies and the g er evidence, including but not limite	s to all interested parties, including but not limited general public, in writing; examines administrative ed to payroll records and check stubs; coordinates and/or other evidence. Utilizes Spanish we services.										
10%	5.	secures documentation recommended investigation	in to support allegations using ager	pursues leads through a variety of methods; ncy, state and/or U.S. Department of Labor (DOL) methodology; confers with manager in the igative techniques.										
10%	6.	considers demeanor a state and federal statu	eviews, analyzes and evaluates testimony and exhibits to determine competence and relevance; onsiders demeanor and credibility of witnesses and weight of evidence presented; examines relevant tate and federal statutes, precedent decisions and rules and regulations of the Department respective to aud and forgery violations.											
10%	7.	material evidence and	repares written decisions stating the issue or issues involved, stating relevant facts, summarization of naterial evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the aw and the application of penalties as prescribed in the fraud provisions.											
10%	8.	Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending indictment and criminal prosecution of person deemed subject to the Benefit Fraud Statute to the Attorney General, Sates Attorney or other relevant prosecutor. Works with Office of Attorney General, State's Attorney, US Postal Inspector and the US Department of Labor, Inspector General offices to coordinate exchange of information. Appears before the Grand Jury to establish Probable Cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.												
05%		enumerated above.		reasonable within the scope of the duties										
conductin	g an			e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievances										
	3	7015-44-22-500-10-3	R1	WORKING TITLE (IF ANY)										
PSA, Opt. 1		7015-44-22-510-00-043												
18. CHECK TH	IE A	PPROPRIATE BOX IF TH	IS POSITION IS A:											
☐ SUPE	RVIS	OR OR LEAD V	VORKER											
ti	me p as ch	ercentage(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										
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				ICATION NECESSARY FOR THE SUCCESSFUL										
				ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, 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.

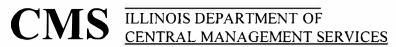
POSITION DESCRIPTION

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New/Revised Position					4700	6-44-22	2 500	20 21	8		
UI Special Ad			29	SS	4 7096 -	44-22-52	0 -10-3	1-20-31 4			
3. AGENCY		4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	B.AUDIT	9 OFFICE USE		
Existing Position									11/16/22 - PNC		
New/Revised Position		. Service Delivery/				040					
IL Departmer	nt of Employment Secu	urity Unemployment Insurar	ce Progra	ms	0	016	2	R			
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Existing Position							09/01/	/2020			
New/Revised Position			In a skin skin s Heik I								
Benefit Paym	ent Control	Investigations Unit!							SE .		
14. WORK LOCA	ATION	15. BARGAINING/TERM CO	DE	Rutan Exempt	☐ MC024 POSITION NUMBER CHANGE ☑ MC026 CLARIFY						
Existing Position					1 □ мсо		IONAL		LCHANGE		
						21 ABOLI	SH				
New/Revised Position		RC062		l N		49 DOWN 50 LATER					
Chicago, IL	40 COMPLETE CURR	RENT AND ACCURATE STATEME	NT OF DO			58 UPWA		ALLOCATI	ON		
% OF TIME		forms investigations of a highly						opriety	of		
30%	and the U.S. Departrinvestigatory intervies and evaluates beneffollows up on reports leads; prepares deciand/or federal law viissues to all interests the general public. U. 1. Performs investive benefit payment. DOL for an assig writing and/or in or have affected and analyzes en reports, to monit accordance with systems, including and GenTax, and records and their	efit payments based upon the coment of Labor (DOL) for an assews; performs audits on unempfit claim documents and related is of allegation of fraud utilizing isions resulting in a conclusion iolated and the application of ped parties, including but not limitatives Spanish language to as igations of a highly complex, sets based upon the criteria contagned area within the state. Corperson with claimants and employer report submissions, including but not limited to dicrosoft of data provided by employers ir sources to determine whethers Spanish language to assist the state and flanguage to assist the state and state and get a state and flanguage to assist the spanish language to assist the state and	signed are alloyment in a records to external a and a decendities as a sist clients are allowers to benefits decending but and regular office Suit and other are evidence.	a within the asurance (U o establish and internal cision which as prescribed aimants, em as who requesture to assess and police assess and luring the pet to the Illinois parties, and e is sufficier	state. On the exist resource set forth in the followers, est or ne ess the poies of the tigatory if evaluation and the Essential set of	Conduct: it claims tence of es; deve h provisi raud pro governi ed interp oropriety ne State interviet te all the der exar terly, mo t and/or Departm it Inform ocumen port alle	s inters; com fraud flops a fl	nsive apiles, a violatic and pure of the state as; explagencie e service and neighbors, in compute System of imp	analyzes ons; sues ete lains the les and les. /ment d the in ch could riews w hire erized on (IBIS) etronic		
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16. (CONTINUE	D)	·					
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENT	TIAL FUNCTIONS (Continued)		
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services						
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 t as prescribed in the fraud provisions.	he	
05%	5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services.						
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.						
05%	7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations.						
05%	8.	Performs other duties enumerated above.	as required or assigned which are	reasona	ably 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.)							
	3	7015-44-22-500-20-01		WORK	ING TITLE (IF ANY)		
PSA, Opt. 1	37	7 015-44-22-520-00-0 1					
18. CHECK TH	IE AI	PPROPRIATE BOX IF THE	IS 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							
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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"							

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 T	ITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITIO	ON TITLE ON CODE	2. POS	ITION NU	MBER		
Existing Position										
New/Revised Position			29 SS 47096-44-22-500-30-31 47096-44-22-530-10-31							
UI Special A	gent	4. BUREAU/ DIVISION			-	5 EXMT	6 WORK	7 A/I	B.AUDIT	9 OFFICE
Existing Position						CODE	COUNTY	AUTH		11/16/22 - PN
New/Revised Position	on	Service Delivery/						_	<u> </u>	
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Existing Position						09/01/				/2020
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New/Revised Position	XI			-		☐ MD0	21 ABOL 149 DOW	ISH		
Chicago, IL		RC062			N	☐ MC	50 LATE	RALRE	ALLOCATI	ON
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		fit payments based upon the cr ment of Labor (DOL) for an ass								or IIIIno is
		ws; performs audits on unempl								nalvzes
		it claim documents and related								
		of allegation of fraud utilizing e								
		sions resulting in a conclusion a								
		plated and the application of pe								
			limited to claimants, employers, government agenci							
						est or need interpretive services.				
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30%		gations of a highly complex, se								
			sed upon the criteria contained in laws and policies of the State of Illinois and to area within the state. Conducts intensive investigatory interviews by phone, in son with claimants and employers to assess and evaluate all the factors which claimants' eligibility for UI benefits during the period under examination. Review							
			rer report submissions, including but not limited to quarterly, monthly and new hire							
			benefits paid to claimants with unreported employment and/or earnings, in							
		state and federal laws, rules ar								erized
	systems, includi	ng but not limited to Microsoft C	ut not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS							n (IBIS)
		d data provided by employers a								
		r sources to determine whether								roper
	payment. Utilize	es Spanish language to assist c	lients who	o requ	lest or	neea II	nterpreti	ve se	rvices.	
20%	2. Performs audits	on unemployment insurance be	enefit clai	ms wi	ith pote	ential fr	aud ove	rpayn	nents ba	ased on
	reports generate	ed from the Department's comp	uterized s	systen	ns, incl	uding t	out not li	mited	to Micr	osoft
		S and the Illinois Benefit Payme								
		aluates benefit claim document								
		oyer records to establish the ex								
		id utilizing external and internal								
		es and/or the general public; d								
	and methodolog	ons using agency, state and/or [JOL IECO	mmer	naea in	ivestiga	alive tec	nnıqu	es, prod	ædures
	and methodolog	y.								
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16. (CONTINUE	D)			• • •				
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20%	n h to a e	not limited to payroll re landwriting exemplars o employers and othe and notices, investigat employment; provides	ecords, certification, deposition s. Explains and interprets unen er interested parties as they relative processes and collection n	ns, record of mployment in late to Illinois notices; answ is of investig	supportive documentation, including but proper notice to all parties and insurance (UI) laws, rules and regulations is Benefit Payment Control (BPC) forms wers questions concerning wages and lations; explains appeal rights to the inneed interpretive services			
10%	n	naterial evidence and	I testimony, resulting in a concl	lusion and a	ent of relevant facts, summarization of decision which set forth provisions of the as prescribed in the fraud provisions.			
05%	to d s	o claimants, employe locuments and/or oth torage and/or mainte	ers, government agencies and t her evidence, including but not l	the general p limited to pa nents and/or	nterested parties, including but not limited public, in writing; examines administrative lyroll records and check stubs; coordinates other evidence. Utilizes Spanish ces.			
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.							
05%	a d	ppeals, utilizing syste letermine if investigat	ems including but not limited to ive follow-up is required and ta	Microsoft E akes relevan	ns and investigative case file materials for excel. Reviews appealed decisions to that action based on agency policies, this urance laws, rules and regulations.			
05%	е	numerated above.	· -		ably within the scope of the duties			
conductin	ig and si				igning and reviewing work, preparing, ng disciplinary action and adjusting grievances			
				WORK	(ING TITLE (IF ANY)			
PSA, Opt. 1	3701	1 5-44-22-5 30-00-01	37015-44-22-500-30-01					
18. CHECK TH	1E APP	ROPRIATE BOX IF THE	IS POSITION IS A:					
☐ SUPERVISOR OR ☐ LEAD WORKER								
NOTE: S	unarvis	ony or lead worker rec	sponsibilities <u>must</u> be described	1 in a detaile	d duty statement(s) with a			
		centage(s) allotted.	housinings ingst he described	I III a uctano	a duty Statement(S) with a			
	as chec		title, position number, and numbe	rofsubordin	ate incumbents or authorized funded			
	Positio	on Title	Position Number		No. of Incumbents or Funded Vacancies			
N/A								
PERFORM	MANCE	OF THE WORK OF TH	HIS POSITION. NOTE: SINCE TH	IERE ARE NO	NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND HE 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 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 TITLE		WORKING TITLE (IF ANY)	BÍLINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER							
Existing Position							Umi Hara					
New/Revised Position UI Special A			29	SS	47096-44-22-500-60-31 47096-44-22-560-10-31-							
3. AGENCY	gent	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	8. OFFICE USE			
Existing Position									11/16/22 - PNC			
New/Revised Position	nt of Employment Secu	urity Service Delivery/ UI Pr	ograms		0	016	2	R				
10. SECTION		11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE CODE							
Existing Position				40	11/16/2020							
New/Revised Position Benefit Payn		Overpayment Collection	Overpayment Collections				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE					
14. WORK LOC	ATION	15. BARGAINING/TERM CO	DE	Rutan Exempt	M MC€)24 POSIT)26 CLAR	IFY					
Existing Position					☐ MC	28 WOR	COUN		L CHANGE GE			
New/Revised Position	7				II MD021 ABOLISH II MC149 DOWNWARD REALLOCATION							
Chicago, IL		RC062		N	☐ MC1	58 UPW	RDRE					
% OF TIME		ENT AND ACCURATE STATEMEN							-£:4			
35% 25%	upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, government agencies and the general public regarding overpayment collections; conducts repayment interviews, advising claimants and/or duly authorized representatives of legal requirement to repay; utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations and procedures, establishes individual repayment agreements based on each claimant's ability to repay, the amount and type of overpayment and other circumstances that affect repayment. Utilizes Spanish language to assist clients who request or need interpretive services.											
10%	3. Initiates civil litigation on benefit overpayments; signs complaints prepared by the Attorney General; presents and coordinates evidence to support civil complaints in accordance with Section 900 of the Illinois Unemployment Insurance Act and related Federal legislation.											
4. Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance applicable laws, rules and regulations, including but not limited to Illinois Revised Statutes Chapter 15, paragraph 210.5; invokes the offset when relevant.												
ſ.	CMS SIGNATURE	IMMEDIATENTIRE TROMPERVIOLES BUREAU OF PERSONNEL	···-	GENCY HEAD SUSTIN B			ندامان		OATE 09/2020			
MS-104 (Rev. 10)	/ 1 00	NOV 18 REC'D	J			0,0	nedelica (S	1				
D. Slike		A MAN TO HELD										
TECHNICAL SERVICES												
		ITOI BAIDAL AFILAIN	. ₽									

16. (CONTINUE	D)							
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)				
10%	 Conducts investigations requested by the Attorney General to locate claimants with litigation pending and current whereabouts unknown. Consults with Attorney General Office, Illinois Comptroller's Office and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered or bankruptcies and garnishments filed. 							
05%	6.	Confers with Service Delivery staff and other relevant agency staff to coordinate information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims; utilizing a PC and automated systems, including but not limited to the Illinois Benefit Information System (IBIS), Microsoft Excel and benefit bank software, reviews and makes decisions on issues related to overpayment credits and refunds and on unidentified collections to ensure compliance with state and federal laws, rules and regulations.						
05%	7.	Performs other du enumerated above		are reasonably within the scope of the duties				
conductin	g and sig	ND NUMBER OF IMM ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievances				
	37015	-44-22-500-60-01		WORKING TITLE (IF ANY)				
PSA, Opt. 1	-37015-	44-22-560-00-01						
18. CHECK TI	IE APPR	OPRIATE BOX IF THE	IS POSITION IS A:					
☐ SUPE	RVISOR	OR 🗌 LEAD V	VORKER					
NOTE: S	unomico	n, or lead worker res	ponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a				
ti	me perce	ntage(s) allotted.	portolomico <u>impor</u> po decembes in t					
		ed above, list position	title, position number, and number of s	subordinate incumbents or authorized funded				
headcour	nt:							
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A								
	·	****						
		- · · · · · · · · · · · · · · · · · · ·						
			ADDITION LINES OF SEPTIF	IOATION NEOCONON, EOD THE CHOOCCCE!!				
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 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 t	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.

1. POSITION TIT	T E	WORKING TITLE (IF ANY)	BILINGUAL	POSITION	TITLE 12 BOS	TION NILL	MDED				
Existing Position		WORKING TITLE (IF AIVI)	CODE	OPTION C	2. FUS	2. POSITION NUMBER					
New/Revised Position UI Special Ag			29	SS	47096	47096-44-22-500-80-31 47096-44-22-580-10-31					
3. AGENCY	1000	4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I	8 AUDIT	9 OFFICE USE		
Existing Position	=======================================				i				11/16/22 - PNC		
New/Revised Position		Service Delivery/					~				
IL Departmer	nt of Employment Security	Unemployment Insurance	e Progra	ms	0	022	2	R			
10. SECTION		11. UNIT	<u> </u>		12. TRAN	12. TRANSACTION 13. EFFECTIVE DATE					
Existing Position	**				3002						
New/Revised Position						09/01/2020					
Benefit Paym	ent Control	Investigations Unit III				21 ESTAB					
Denent i ayıı	Ent Control	<u> </u>		Rut		☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
14. WORK LOCA Existing Position	ATION	15. BARGAINING/TERM CODE		Exe	empt ☑ MC0	26 CLAR	IFY				
Laising rusium					☐ MCd	28 WORK	COUN		L CHANGE		
New/Revised Position		******		-		☐ MD021 ABOLISH					
Lombard, IL		RC062				50 LATER 58 UPWA					
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEMEN	T OF PO	SITION				NEEDO/III	<u> </u>		
		investigations of a highly o									
		yments based upon the crit of Labor (DOL) for an assig							imnos		
		performs audits on unemplo							nalvzes		
		m documents and related r									
		llegation of fraud utilizing ex									
		resulting in a conclusion a									
		d and the application of per arties, including but not limit									
		s Spanish languageto assi									
					-						
30%		ons of a highly complex, sensitive nature to assess the propriety of unemployment sed upon the criteria contained in laws and policies of the State of Illinois and the									
		sed upon the criteria contair areawithin the state. Cond									
		on with claimants and empl									
	or have affected the c	claimants' eligibility for Ul be	enefits d	uring the	e period un	der exar	ninatio	on. Rev	iews		
		er report submissions, inclu							w hire		
					<u>*</u>	ment and/or earnings, in					
		cordance with state and federal laws, rules and regulations. Utilizing the Department's computerized stems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS)									
		a provided by employers a									
		rces to determine whether									
	payment. Utilizes Sp	anish language to assist cli	ents who	reques	st or need in	iterpretiv	e ser	vices.			
200/	2 Dorforms audits on u	nomployment incumped be	nofit alai	ma with	notantial fr	aud avar	~~\m	onto ha	seed on		
20%		nemployment insurance be m the Department's compu									
		I the Illinois Benefit Paymer									
		es benefit claim documents									
		records to establish the exi									
		lizing external and internal i									
		nd/or the general public; de sing agency, state and/or D									
	and methodology.	oning agono,, state and of D	JE 1000	············	od mitostige		qu	, proc	Caulco		
	•						3374				
DIRECTOR OF C	MS SIGNATURE IMM	EDIATE SUPERVISOR SIGNATU			EAD SIGNAT			D	ATÉ		
	land lorde		11	rustir	1 Richard	1 12 x 16 1	Alica	09/0	1/2020		
	(1 . (1 . 20)	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7				ט ט "					

16. (CONTINUE	D)									
% OF TIME	16.	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	IESSENTI.	AL FUNCTIONS (Continued)						
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services									
		public. Offizes Spanish language to assist clients who re-	questoi	need interpretive services						
10%	4.	material evidence and testimony, resulting in a conclusio	ares decisions stating the issue or issues involved, statement of relevant facts, summarization of erial evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the and/or federal law violated and the application of penalties as prescribed in the fraud provisions.							
05%	5.	At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services.								
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.									
05%	7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations.									
05%		Performs other duties as required or assigned which are enumerated above.								
		LE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible disigning performance evaluations; effectively recommending and								
for the inc	umbe	ent of this position.)		g = 10 a p =						
	37	7015-44-22-500-80-01	WORKI	NG TITLE (IF ANY)						
PSA, Opt. 1		7 015-44-22-580-00-01		(
	IE AI	PPROPRIATE BOX IF THIS POSITION IS A:	<u> </u>							
☐ SUPERVISOR OR ☐ LEAD WORKER										
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement/s\idb.										
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:										
	Pos	ition Title Position Number	<u> </u>	No. of Incumbents or Funded Vacancies						
N/A		TANDAN EDOSO ON LO ADULTISO LIGITARIO DE CONTROL DE CON	0.17:0:	NEGEOGRAPY FOR THE SHOPPING						
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.										

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