# ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly April 2024



Raymond P. Marchiori Acting Director

February 22, 2024

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

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

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

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

Respectfully Submitted,

Kurd P. Mili-

Raymond P. Marchiori

Acting Director



		POSITION	
NAME	POSITION TITLE	CODE	LANGUAGE OPTION
	Employment Security Field Office		
Calderon, Ruben	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	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, Marina	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Field Office		
Ramos, Juanita	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
	Employment Security Field Office		
Reyna, Fernando	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		
Andrade, Raul	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Arellano, Mauro	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		
Barrientos, Jasmine	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Bolivar, Cruz	Representative (ESPR)	0013650	SPANISH SPEAKING



	Fundament Consider December		
Cabrejas, Rene	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
cabrejas, nene	Employment Security Program	0013030	STAINISH SEEMING
Castaneda, 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	0042650	CD ANUCH CDEAKING
Cibrian, Ram	Representative (ESPR)	0013650	SPANISH SPEAKING
Claudio-Katz, Lillian	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Claudio-Ratz, Lillian	Employment Security Program	0013030	SFANISH SFLAKING
Cortez, Guadalupe	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Cruz, Michael	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Cruz, Ramiro	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Curran, Adam	Representative (ESPR)	0013650	SPANISH SPEAKING
Dahmayyia aka Damata	Employment Security Program	0013650	DOLICII CDE AKING
Dabrowiecka, Renata	Representative (ESPR)	0013030	POLISH SPEAKING
DeLeon, Antonio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Delegity / uncorne	Employment Security Program	0013030	or runorr or Er unive
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		
Garcia, Maricela	Representative (ESPR)	0013650	SPANISH SPEAKING
Gomez, Marcial	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Goillez, ivial cial	Employment Security Program	0013030	JEANISH JELANING
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
Illanas Daul	Employment Security Program	0013650	SPANISH SPEAKING
Illanas, Paul	Representative (ESPR) Employment Security Program	0013030	SPAINISH SPEAKING
Isais, Olga	Representative (ESPR)	0013650	SPANISH SPEAKING
Janos, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Khalil, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Lopez, Lauren	Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Leticia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Luciano Gorman	Employment Security Program	0013650	SPANISH SPEAKING
Luciano, German	Representative (ESPR) Employment Security Program	0013030	SPAINISH SPEAKING
Luevano, Myra	Representative (ESPR)	0013650	SPANISH SPEAKING
Marquez, Andres	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Araceli	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Efrain	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Medina, Yamilette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Molina, Juanita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montes De Oca, Kevin	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montoya, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Mora, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Muchnick, Leibole	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Munoz, Rafhy	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



	Franks and Consults Business		
Ortiz, Moises	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
01012) 11101303	Employment Security Program	0013030	or runner or Er unive
Pacheco, David	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Pena, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Perez, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
Quetell, Hector	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Queten, ricetor	Employment Security Program	0013030	SI AMSH SI LAKING
Quezada, Jose	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Ramirez, Claudia	Representative (ESPR)	0013650	SPANISH SPEAKING
	<b>Employment Security Program</b>		
Rickard, Sonia	Representative (ESPR)	0013650	SPANISH SPEAKING
D 1: 0 11:	Employment Security Program	0042550	CD ANUCH CDEAKING
Rodriguez, Cynthia	Representative (ESPR)	0013650	SPANISH SPEAKING
Salinas, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Jailias, Fatricia	Employment Security Program	0013030	SPANISH SPLAKING
Sanabria, Luis	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		
Talamantes, Andrea	Representative (ESPR)	0013650	SPANISH SPEAKING
Tiscareno, Claudia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
riscarello, Ciaudia	Employment Security Program	0013030	SPAINISH SPEAKING
Valentine-Soto, Cristina	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Varys, Miriam	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Vela, Sergio	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Villalobos, Anakaren	Representative (ESPR)	0013650	SPANISH SPEAKING
Villagas Mayers	Employment Security Program	0013650	CDANICH CDEAKING
Villegas, Mayra	Representative (ESPR)	0013650	SPANISH SPEAKING



	Employment Security Program		
Wilkowska, Jolanta	Representative (ESPR)	0013650	POLISH SPEAKING
	Employment Security Program	2242552	CHANGE CDE MANO
Yan, Winnie Kawai	Representative (ESPR)	0013650	CHINESE SPEAKING
Zamora, Gustavo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Zamora, Gustavo	Employment Security Program	0013030	STANISH STEAKING
Zamora, Jessica	Representative (ESPR)	0013650	SPANISH SPEAKING
·	Employment Security Service		
Almanza, Ralph	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Acosta, Robert	Representative (ESSR)	0013667	SPANISH SPEAKING
A A A	Employment Security Service	0042667	CDANICH CDEAKING
Amaro, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
Anselmo, Gladys	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
7 misemie, diadys	Employment Security Service	0013007	STANISH STEAMING
Cantu, Veronica	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Castellanos, Martha	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Curtis, Pamela	Representative (ESSR)	0013667	SPANISH SPEAKING
Cariban Liliana	Employment Security Service	0012667	CDANICH CDEAKING
Garibay, Liliana	Representative (ESSR)	0013667	SPANISH SPEAKING
Gomez, Gloria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Gorricz, Gioria	Employment Security Service	0013007	SI ANISH SI LAKING
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
Hadland Mark	Employment Security Service	0043667	CDANICH CDEAKING
Hulbert, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
Kolotka, Alicia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
NOIOTRA, AIICIA	Employment Security Service	0013007	SI ANISH SELANING
Medina, Francisco	Representative (ESSR)	0013667	SPANISH SPEAKING
•	Employment Security Service		
Mena, Mario	Representative (ESSR)	0013667	SPANISH SPEAKING



	Transfer and Control	<u> </u>	
Ornelas, Rosaura	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Officias, Nosaura	Employment Security Service	0013007	SI ANISH SI LAKING
Padilla-Tompkins, Leticia	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
	Employment Security Service		
Ramirez-Vargas, Edith	Representative (ESSR)	0013667	SPANISH SPEAKING
Decelo de Adedal	Employment Security Service	0042667	CDANICH CDEAKING
Regalado, Madel	Representative (ESSR)	0013667	SPANISH SPEAKING
Rodriguez, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Nouriguez, Maria	Employment Security Service	0013007	SI ANISH SI LAKING
Salcedo, Sandra	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Smith, Marisol	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Valenzuela, Claudia	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Velasquez, Desiree	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Walaszek, Dorota	Representative (ESSR)	0013667	POLISH SPEAKING
Zandaina Cuadaluna	Employment Security Service	0012667	CDANICH CDEAKING
Zendejas, Guadalupe	Representative (ESSR)	0013667	SPANISH SPEAKING
Borrero, Isadora	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Dorrero, isadora	Employment Security Specialist 1 (ESS1)	0013071	SI ANISH SI LAKING
Gonzalez, Fatima	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
	, , , , , , , , , , , , , , , , , , , ,		
Hubbell, Cristina	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Garcia, Gabriela	Employment Security Specialist 2 (ESS2)	0013672	SPANISH SPEAKING
Fabregas, Diana	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Court Mate (SA 11)	F	0042572	CDANUCH CDEAL(INC
Garcia, Velia (Maria)	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Canada Elsa	Employment Security Tay Auditor 2	0012692	CDANICH CDEARING
Cepeda, Elsa	Employment Security Tax Auditor 2	0013682	SPANISH SPEAKING



Raymond P. Marchiori Acting Director

Buenrostro, Kynda	Executive 1	0013851	SPANISH SPEAKING
Hajzl, Luke	I, Luke Hearings Referee		SPANISH SPEAKING
Morris (Suarez), Anna	Office Administrator 4	0029994	SPANISH SPEAKING
Moreno, Crystal	Office Associate	0030015	SPANISH SPEAKING
Garcia, Surami	Public Service Administrator	0037015	SPANISH SPEAKING
Ortiz, Rodrigo	Unemployment Insurance Adjudicator 3	0047003	SPANISH SPEAKING
Atiles, Lisette	Unemployment Insurance Revenue Analyst 2	0047082	SPANISH SPEAKING
Atlies, Lisette	Analyst 2	0047002	SI AINISII SI LAKING
Deleon, Xavier	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Moran, Gloria	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Magana, Raquel	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Martinez, Jose Felipe	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
mar timez, sose i empe	onemployment insurance special rigent	0017030	317441311 31 2744110
Morales, Wilson	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Ramirez, Luis	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Santiago, Elvira	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
PERIOD ENDING			
1/31/2024			TOTAL: 133

**Total number of Bilingual Frontline Staff: 133** 

Spanish: Chinese: 1 Polish: 6 126

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL		TION TITLE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		SS 13600-44-51-107-10-		107-10-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery/ Fiel Operations	d	0	016	1	F	_	
10. SECTION	11. UNIT	11. UNIT		12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH	-			08/16/2023
NEW/REVISED POSITION								ER CHANGE
Chicago Region/ Pilsen Loc Office	al Service Unit I			✓ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE		JTAN KEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION			LLOCATION	
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION		CATION		
1700 W. 18 <sup>th</sup> Street Chicago, Illinois	RC062		N	☐ MC158 UPWARD REALLOCATION			OCATION	

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)
	<ul> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> </ul>
	<ul> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> </ul>
	<ul> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ul>
30%	2. Serves as working supervisor
	<ul> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	<ul> <li>Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</li> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the</li> </ul>
	Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMEN	NT OF POSITION ESSENTIAL FUNCTIONS		
	Establishes and maintains relationships with streamlined Workforce Investment Opportuni to customers	external partner agencies to facilitate ty Act (WIOA) and other employment services		
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members			
05%	<ul> <li>5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployme insurance and employment services programs</li> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>			
05%	Performs other duties as required or assigned will duties enumerated above	hich are reasonably within the scope of the		
preparing, o adjusting g	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responducting and signing performance evaluations; effectively rievances for the incumbent of this position.)			
Public Ser	vice Administrator, Opt 1 SS 37015-44-51-107-00-31	Local Operations Manager		
18. CHECK	( THE APPROPRIATE BOX IF THIS POSITION IS A:			
⊠ Supervi	isor   Lead Worker			
percentag	pervisory or lead worker responsibilities <u>must</u> be descrie(s) allotted. If a box was checked above, list position tite incumbents or authorized funded headcount.			

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

### Minimum Qualifications

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

### Preferred Qualifications (In Order of Significance)

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Rover Devengton by Mark Downson 1/16/2024		Raymond Harchiori by yolm	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL		TION TITLE	2. POSITION NUMBER			
EXISTING POSITION			0					
NEW/REVISED POSITION  Employment Security  Field Office Supervisor	Front Line Programs Supervisor	29		SS		13600-44-51-107-20-31		107-20-31
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION  IL Department of Employme Security	nt Service Delivery/ Field Operations	d	0	016	1	F	₹	
10. SECTION	11. UNIT	11. UNIT		12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH 08/16/202 ☐ MA022 EXEMPT CODE CHANGE		08/16/2023 HANGE		
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE				
Chicago Region/ Pilsen Loc Office	Service Unit II			⊠ MC026	CLARIF	Y		
14. WORK LOCATION	15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUTA		☐ MC027 ADDITIONAL IDENTICAL CHAN ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION					☐ MD021 ABOLISH			
	☐ MC149 DOWNWARD REALL			LLOCATION				
NEW/REVISED POSITION	D0000			☐ MC150 L	ATERA	L RE	ALLC	CATION
1700 W. 18 <sup>th</sup> Street Chicago, Illinois	RC062		N	☐ MC158 l	JPWARI	D RE	ALLC	OCATION

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)
	<ul> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> </ul>
	<ul> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> </ul>
	<ul> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ul>
30%	2. Serves as working supervisor
	<ul> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	<ul> <li>Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</li> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the</li> </ul>
	Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	<ol> <li>Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs</li> </ol>
	<ul> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITI	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work,

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.)

40. OUEQUATUE ADDDODDIATE DOVAE THIS DOCUTION IS A	
Public Service Administrator, Opt 1 SS 37015-44-51-107-00-31	Unemployment and Employment Local Operations Manager
	WORKING TITLE (IF ANY)

### 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
ESPR	13650-44-51-107-20-01	2-5
ESPR, SS	13650-44-51-107-20-31	2-5
ESPR Intermittent	13651-44-51-107-20-01	2-5
ESSR	13667-44-51-107-20-01	2-5
ESSR, CH	13667-44-51-107-20-21	2-5
ESSR, SS	13667-44-51-107-20-31	2-5

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

Minimum Qualifications

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

### Preferred Qualifications (In Order of Significance)

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

### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Rover Develop by Mark Dowson 1/16/2024		Raymond Harchiori by yolm	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

Agency: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA		TION TITLE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		SS	1360	13600-44-53-		105-20-31
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Service Delivery/ Field	d						
IL Department of Employme Security	Operations			099	1	R		
10. SECTION	11. UNIT	11. UNIT		12. TRANSACTION   13. EFFECTIVE   DATE			-	
EXISTING POSITION				☐ MA021 ESTABLISH	1			08/16/2023
				☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION				☐ MC024 F	POSITIC	N NU	JMBE	ER CHANGE
Metro South Region/ Joliet Local Office	Service Unit II			⊠ MC026	CLARIF'	Y		
14. WORK LOCATION 15. BARGAINING/TERM CODE			RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHAI				
EXISTING POSITION				☐ MD021 A	ABOLISI	4		
	☐ MC149 DOWNWA			OWNWARD REALLOCATION				
NEW/REVISED POSITION	NEW/REVISED POSITION RC062		N	☐ MC150 L	ATERA	L RE	REALLOCATION	
Joliet, Illinois	NOUUZ		IN	☐ MC158 l	JPWAR	D RE	ALLC	DCATION

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ol>
30%	<ul> <li>Serves as working supervisor</li> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	<ul> <li>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</li> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	<ul> <li>Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs</li> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing,	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and rievances for the incumbent of this position.)

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 37015-44-53-105-00-01	Unemployment and Employment Local Operations Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:	

☐ Lead Worker

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

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

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

### Minimum Qualifications

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

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

### Preferred Qualifications (In Order of Significance)

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

### 20. CONDITIONS OF EMPLOYMENT

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

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

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
laver Developer by Mark Downson 1/16/2024		Raymond Harchiori by yolm	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

1. POSITION TITLE WO		KING TITLE (IF ANY)	BILINGU			TION TITLE ON CODE	2. PO	SITIC	N NC	IUMBER
EXISTING POSITION										
NEW/REVISED POSITION  Employment Security  Field Office Supervisor		ront Line Programs upervisor				SS	13600-44-54-102-40-31			102-40-31
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	101	1	F	₹		
10. SECTION	11	1. UNIT				12. TRANS	TRANSACTION 13. EFFECTIVE DATE			
EXISTING POSITION						☐ MA021 ESTABLISH	-· \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Northern Region/ Rockford Local Office		ervice Unit IV				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 A	ABOLISH	1		
NEW/DEVICED DOCITION					☐ MC149 E	OOWNW	/ARD	REA	LLOCATION	
NEW/REVISED POSITION Rockford, Illinois RC062		C062		l	N	☐ MC150 L				

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)
	<ul> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> </ul>
	Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration
	Monitors claims entry for accuracy and timeliness and resolves any issues
	<ul> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> </ul>
	<ul> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> </ul>
	<ul> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> </ul>
	<ul> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> </ul>
	<ul> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ul>
30%	Serves as working supervisor
	Assigns and reviews work
	Provides guidance and training to assigned staff
	Counsels staff regarding work performance      Descripts staff to most day to day exercting people
	<ul> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> </ul>
	Approves time off
	Prepares and signs performance evaluations
15%	3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level
	<ul> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> </ul>
	Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>						
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members						
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs						
	<ul> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> </ul>						
	Attends and participates in trainings, workshops and seminars, as directed						
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and rievances for the incumbent of this position.)						
, ,	WORKING TITLE (IF ANY)						

Public Service Administrator, Opt 1 37015-44-54-102-00-01

WORKING TITLE (IF ANY)

Unemployment and Employment Local Operations Manager

#### 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
ESPR	13650-44-54-102-40-01	2-5
ESPR, SS	13650-44-54-102-40-31	2-5
ESSR	13667-44-54-102-40-01	2-5
ESSR, SS	13667-44-54-102-40-31	2-5

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

### Minimum Qualifications

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

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

### Preferred Qualifications (In Order of Significance)

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

### 20. CONDITIONS OF EMPLOYMENT

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

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

1. POSITION TITLE	POSITION TITLE WORKING TITLE (IF ANY)			TION TITLE ION CODE				IUMBER
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor			SS		13600-44-54-103-40-31		
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 Employme Security	Service Delivery/ Field Operations	Service Delivery/ Field Operations		016	1	F	₹	
10. SECTION	11. UNIT			12. TRANS	2. TRANSACTION 13. EFFECTIVE DATE			_
EXISTING POSITION					08/16/2023 EXEMPT CODE CHANGE			
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE				
Northern Region/ Wheeling Local Office	Service Unit IV		☑ MC026 CLARIFY					
14. WORK LOCATION	15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUTA		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	1		
NEW/REVISED POSITION	TWOED DOOLTION			☐ MC149 DOWNWARD REALLOCATION				
Wheeling, Illinois	RC062	N ☐ MC150 LATERAL REAL ☐ MC158 UPWARD REAL						

0/ 0=	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to</li> </ol>
	<ul> <li>federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to</li> </ul>
	<ul> <li>monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment</li> </ul>
	<ul> <li>Services and related program services</li> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ul>
30%	Serves as working supervisor
	<ul> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level
	<ul> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
			rnal partner agencies to facilitate t (WIOA) and other employment services				
10%	benefit issues, jo	s or assists in the processing of unusual, difficult or potentially controversial claims, sues, job searches or referrals and separation and nonseparation adjudication, but not limited to, those of former office staff and close friends or relatives of current bers					
05%	Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs						
	programs	search on proposed changes to policion participates in trainings, workshops a	, , ,				
05%	6. Performs other of duties enumerated		are reasonably within the scope of the				
preparing, o			ole for assigning and reviewing work, mending and imposing disciplinary action and				
,			WORKING TITLE (IF ANY)				
Public Service Administrator, Opt 1 37015-44-54-103-00-01  Unemployment and Employment Local Operations Manager							
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:					
⊠ Supervi	sor						
percentage	e(s) allotted. If a box wa	er responsibilities <u>must</u> be described in as checked above, list position title, pr rized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of				
	Position Title	Position Number	No. of Incumbents or Funded Vacancies				
=000							

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.

13650-44-54-103-40-01

13667-44-54-103-40-01 13667-44-54-103-40-31

### Minimum Qualifications

**ESPR** 

**ESSR** 

ESSR, SS

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

1

2

1

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

### Preferred Qualifications (In Order of Significance)

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Romen Devengton by Mark Downson 1/16/2024		Raymond Harchiori by yolm	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

Agency: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

1. POSITION TITLE	POSITION TITLE WORKING TITLE (IF ANY)		_	TION TITLE				NUMBER
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor			SS		13600-44-54-107-30-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery/ Fie Operations	Service Delivery/ Field Operations		045	1	F	?	
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE			
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE			
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE				
Northern Region/ North Aurora Local Office Service Unit III			⊠ MC026 CLARIFY					
14. WORK LOCATION	15. BARGAINING/TERI CODE	NING/TERM RUTAN ☐ MC027 ADDITIONAL ID ☐ MC028 WORK COUNTY						
EXISTING POSITION				☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			ALLOCATION	
NEW/REVISED POSITION  North Aurora, Illinois  RC062			N	☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ol>
30%	<ul> <li>Serves as working supervisor</li> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	<ul> <li>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</li> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEME	ENT OF POSITION ESSENTIAL FUNCTIONS					
	<ul> <li>Establishes and maintains relationships with streamlined Workforce Investment Opportuto to customers</li> </ul>	h external partner agencies to facilitate nity Act (WIOA) and other employment services					
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members						
05%	Keeps abreast of federal, state and agency law insurance and employment services programs	s, rules and policies related to unemployment					
	<ul> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>						
05%	Performs other duties as required or assigned viduties enumerated above	which are reasonably within the scope of the					
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Reconducting and signing performance evaluations; effectively rievances for the incumbent of this position.)						
, ,		WORKING TITLE (IF ANY)					
Public Service Administrator, Opt 1 37015-44-54-107-00-01  Unemployment and Employment Local Operations Manager							
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
⊠ Supervis	sor   Lead Worker						
percentage	pervisory or lead worker responsibilities <u>must</u> be desce(s) allotted. If a box was checked above, list position to incumbents or authorized funded headcount.						

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

#### Minimum Qualifications

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

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

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

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raver Developh by Mark Dowson 1/17/2024		Raymond Harchiori by yolm	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

**Classification Approved By: Chris Nickols** 

Date Locked: 07/05/2023 Locked by: Chris Nickols Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAI CODE	_	TION TITLE 2. PO		2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		SS 13600-4		0-44	44-55-108-50-31	
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	OIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery/ Fie Operations	Service Delivery/ Field Operations		072	1	F	₹	
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE			
EXISTING POSITION				☐ MA021 ESTABLISH ☐ MA022 E	-	COL		08/16/2023
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE			
Northwest Region/ Peoria Local Office	Service Unit V	Service Unit V		☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERI CODE	15. BARGAINING/TERM RUT CODE EXE		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	4		
NEW/DEV/JOED DOOLTJON				☐ MC149 [	OOWNW	/ARD	REA	LLOCATION
NEW/REVISED POSITION Peoria, Illinois	RC062	RC062		☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ol>
30%	<ul> <li>Serves as working supervisor</li> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	<ul> <li>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</li> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	<ul> <li>Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs</li> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)

Public Service Administrator, Opt 1 37015-44-55-108-00-01

WORKING TITLE (IF ANY)

Unemployment and Employment
Local Operations Manager

#### 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
ESPR	13650-44-55-108-50-01	2-5
ESPR, SS	13650-44-55-108-50-31	2-5
ESSR	13667-44-55-108-50-01	2-5
ESSR, SS	13667-44-55-108-50-31	2-5

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

#### Minimum Qualifications

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

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

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

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raver Devengtor by Mark Downson 1/17/2024		Raymond Harchiori by yollw:	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023 Locked by: Chris Nickols Revised and Relocked on:

1. POSITION TITLE	WORKING T	WORKING TITLE (IF ANY)		-		ION TITLE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line P Supervisor	ront Line Programs upervisor				SS	13600-44-60-101-40-31			101-40-31
3. AGENCY	4. BURE	AU/DIVISION			KMT ODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employme Security	nr I	Service Delivery/ Field Operations			0	022	1	F	₹	
10. SECTION	11. UNIT	11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION					☐ MA021 ESTABLISH 08/16/2023					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Call Center Operations/ Lombard Call Center – Section A	Service	Service Unit A-4			☑ MC026 CLARIFY					
14. WORK LOCATION	15. BARO CODE	101 = 1 11 101 111 107 1 = 1 111		RUTAN EXEMP	·	☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			J. I. OCATION		
NEW/REVISED POSITION	PC062	RC062		N		☐ MC150 LATERAL REALLOCATION				
Lombard, Illinois	NGUUZ			IN	☐ MC158 UPWARD F			D RE	REALLOCATION	

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate</li> </ul>
	<ul> <li>and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> </ul>
	Monitors claims entry for accuracy and timeliness and resolves any issues
	<ul> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> </ul>
	<ul> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> </ul>
	<ul> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> </ul>
	<ul> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> </ul>
	<ul> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ul>
30%	2. Serves as working supervisor
	Assigns and reviews work
	Provides guidance and training to assigned staff
	Counsels staff regarding work performance  Page 1 and 1
	<ul> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> </ul>
	Approves time off
	Prepares and signs performance evaluations
15%	3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level
	<ul> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> </ul>
	Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers

% OF

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
			rnal partner agencies to facilitate et (WIOA) and other employment services				
10%	benefit issues, jo	sists in the processing of unusual, difficult or potentially controversial claims, ob searches or referrals and separation and nonseparation adjudication, at limited to, those of former office staff and close friends or relatives of current					
05%	insurance and e	f federal, state and agency laws, rule mployment services programs search on proposed changes to polici	s and policies related to unemployment				
	programs						
	Attends and	participates in trainings, workshops a	nd seminars, as directed				
05%	6. Performs other of duties enumerated		are reasonably within the scope of the				
preparing, c			ole for assigning and reviewing work, nmending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Public Ser	vice Administrator, Opt	1 37015-44-60-101-00-01	Unemployment and Employment Local Operations Manager				
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:					
⊠ Supervis	sor						
percentage	e(s) allotted. If a box wa	er responsibilities <u>must</u> be described in as checked above, list position title, prized 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				
ESPR		13650-44-60-101-40-01	3-10				

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.

13650-44-60-101-40-31

#### Minimum Qualifications

ESPR, SS

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

2-5

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

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

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raver Neverythe by Mark Downson 1/18/2024		Raymond Harchiori by yolm	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023 Locked by: Chris Nickols Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)		BILINGUA CODE	\L	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Field Office Supervisor		ont Line Programs pervisor	22			PO	13600	102-30-41		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH			9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employme Security	ent	Service Delivery/ Field Operations			0	022	1	F	₹	
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH 08/16/2023 ☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Call Center Operations/ Lombard Call Center – Section B		Service Unit B-3				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE								
EXISTING POSITION						☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION		RC062		N		☐ MC150 LATERAL REALLOCATION				
Lombard, Illinois		NOUUZ			N	☐ MC158 UPWARD REALLOCATION				

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ol>
30%	<ul> <li>Serves as working supervisor</li> <li>Assigns and reviews work</li> <li>Provides guidance and training to assigned staff</li> <li>Counsels staff regarding work performance</li> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> <li>Approves time off</li> <li>Prepares and signs performance evaluations</li> </ul>
15%	<ul> <li>Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</li> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
<ul> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>										
4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members										
5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs										
programs										
		are reasonably within the scope of the								
onducting and signing p	erformance evaluations; effectively recom									
	'	WORKING TITLE (IF ANY)								
ice Administrator, Op	PO1 37015-44-60-102-00-41	Unemployment and Employment Local Operations Manager								
THE APPROPRIATE B	OX IF THIS POSITION IS A:									
or										
(s) allotted. If a box w	as checked above, list position title, p									
osition Title	Position Number	No. of Incumbents or Funded Vacancies								
	13650-44-60-102-30-01	10-40								
ESPR, PO 13650-44-60-102-30-41 2-5										
	Establishes a streamlined to customers  4. Processes or as benefit issues, joincluding, but no staff members  5. Keeps abreast of insurance and e      Conducts resprograms     Attends and  6. Performs other of duties enumerate and signing producting and signing provided by the incumber of the inc	Establishes and maintains relationships with exter streamlined Workforce Investment Opportunity Act to customers  4. Processes or assists in the processing of unusual, different benefit issues, job searches or referrals and separatic including, but not limited to, those of former office staff staff members  5. Keeps abreast of federal, state and agency laws, rule insurance and employment services programs      Conducts research on proposed changes to polici programs      Attends and participates in trainings, workshops a duties enumerated above  IN TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsitional and signing performance evaluations; effectively recompanded in the incumbent of this position.)  IN TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsitional and signing performance evaluations; effectively recompanded in the incumbent of this position.)  In THE APPROPRIATE BOX IF THIS POSITION IS A:  Or Lead Worker  THE APPROPRIATE BOX was checked above, list position title, perincumbents or authorized funded headcount.  Osition Title  Position Number  13650-44-60-102-30-01								

#### Minimum Qualifications

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

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

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

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Range Very by Mark Danson 1/18/2024		Raymond Harchiori by yolm	8/16/2023

Approved Template for Position Title: IDES Employment Security field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/23 Locked by: Chris Nickols Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)		BILINGUAL CODE		TION TITLE	2. POSITION NUMBER				
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor		29		SS	13600-44-60-102-40-31				
3. AGENCY	4. BUREAU/DIVIS	SION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH			9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery Operations	Service Delivery/ Field Operations			022	1	F	R		
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Call Center Operations/ Lombard Call Center – Section B	Service Unit B-4	Service Unit B-4			☑ MC026 CLARIFY					
14. WORK LOCATION	15. BARGAINING	15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHANGI					
EXISTING POSITION					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION	PC062			N	☐ MC150 LATERAL REALLOCATION					
Lombard, Illinois	RCU02	RC062			☐ MC158 UPWARD REALLOCATION					

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <li>Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>Monitors reception/intake and IL Labor Exchange system registration to ensure accurate</li> </ul>
	<ul> <li>and timely service to clients and resolves any issues</li> <li>Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> </ul>
	Monitors claims entry for accuracy and timeliness and resolves any issues
	<ul> <li>Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> </ul>
	<ul> <li>Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> </ul>
	<ul> <li>Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> </ul>
	<ul> <li>Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> </ul>
	<ul> <li>Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>Plans and implements corrective actions to resolve problems</li> </ul>
30%	2. Serves as working supervisor
	Assigns and reviews work
	Provides guidance and training to assigned staff
	Counsels staff regarding work performance  Page 1 and 1
	<ul> <li>Reassigns staff to meet day-to-day operating needs</li> <li>Establishes annual goals and objectives</li> </ul>
	Approves time off
	Prepares and signs performance evaluations
15%	3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level
	<ul> <li>Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> </ul>
	Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<ul> <li>Establishes and maintains relationships with external partner agencies to streamlined Workforce Investment Opportunity Act (WIOA) and other em to customers</li> </ul>									
10%	4.	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members								
05%	5.	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs								
		<ul> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> </ul>								
		<ul> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>								
05%	6.	Performs other duties as required or assigned which a duties enumerated above	re reasonably within the scope of the							
preparing, c	ondu	ITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsiblucting and signing performance evaluations; effectively recommodes for the incumbent of this position.)								
		·	WORKING TITLE (IF ANY)							
		Administrator, Opt 1 PO1 37015-44-60-102-00-41	Unemployment and Employment Local Operations Manager							
18. CHECK	THE	APPROPRIATE BOX IF THIS POSITION IS A:								
Supervis     Supervis	sor	☐ Lead Worker								

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-60-102-40-01	3-10
ESPR, SS	13650-44-60-102-40-31	2-5
ESPR Intermittent, SS	13651-44-60-102-40-31	2-5

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

#### Minimum Qualifications

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

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

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

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

#### 20. CONDITIONS OF EMPLOYMENT

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

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600

**Agency**: IDES

**Date Approved**: 07/05/23 **HRT Approval**: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023 Locked by: Chris Nickols Revised and Relocked on:

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

### **POSITION DESCRIPTION**

1. POSITION TI	TLE	WOR	KING TITLE (IF ANY)	BILINGUA	AL POSIT	TION TITLE	2. POS	ITION NU	MBER			
Existing Position		<del>                                     </del>		<u> </u>	UF.,	ION Wile					-	
New/Revised Position				<del></del>	+		136	50-44-22	2-300	-22-31		
Employment Program Ret				29	[	SS		44-22-3				
3. AGENCY	Diesentative	_,	4. BUREAU/ DIVISION				S. EXMT	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	8. OFFICE USE	
Existing Position		_									11/16/22 - PN	
New/Revised Position		<b>.</b>	Service Delivery/ U	nemplo	yment		0	084		R	N	
10. SECTION	nt of Employment Secu	unity ————————————————————————————————————	Insurance Program	าร			·	SACTION	2	3 EFFECTI	WE DATE	
Existing Position	_ <del>_</del>		11. UNI				CODE		-   '	<u> </u>		
										05/01	/2020	
New/Revised Position	1		Special Programs				D MAO	21 ESTA	BLISH			
Claims			opeoidi rogidino			Rutan	☐ MC0	22 EXEM	PT CO			
14. WORK LOCA	ATION	·	15. BARGAINING/TER	M CODE		Exempt	☐ MC0	26 CLAR	IFY			
Listing Pusher							☐ MC0	27 ADDII 28 WORI 21 ABOLI	(COUN		L CHANGE GE	
New/Revised Position	· · · · · ·		50000				☐ MC1	49 DOW	WARD			
Springfield, I			RC062			N	☐ MC1	50 LATER 58 UPW/	ARDRE			
% OF TIME	16. COMPLETE CURR									ant Inc.		
	Under general super and Wagner-Peyser											
	insurance benefits, i	ncluding b	ut not limited to inters	state, m	ilitary a	and oth	er feder	al or tra	de re	adjustm		
	conducts benefit righ											
	nonseparation beneficial applicants, provides											
	loads and extracts c											
			ner staff, establishes and maintains activity reports. As directed, performs sites within the service delivery area other than the primary assigned office.									
	Travels to fairs and	gned work: worksites	sites within the servi Litilizes Snanish land	ce delivi	ery area	a other clients	than th	e prima	ry ass	signed o	ittice. retive	
	services.	vomsites.	otilizes opariismang	juage ic	200101	CIICITES	•••••	questo	11000	ı iiicipi	Clive	
							_	_				
25%	Assesses and a services related	ddresses o	client Unemployment cessing of claims for	Insurar	ovmen	l Wagn	er-Peys	ser servi	ce ne	eds. Pro	ovides	
			y and other federal o									
	with clients to de	etermine ur	nemployment insurar	nce clair	ms mor	netary a	and non	moneta	ry elig	gibility a		
			y and work status; pr								on the	
			ailable job training ar ige system, determin									
			facilitate reemploym									
			e explains client righ								•	
			forms these duties for igned office. Utilizes									
	interpretive serv	•	igned office. Offizes	Spariisi	i iariyu	aye io	255151 C	iia iis wi	io iec	quest Oi	riceu	
	·								_			
25%			to receipt, review, er s on benefit entitleme									
			S). Loads and extra									
			enefit Information Sys									
	directed, perform primary assigned		uties for assigned wo	rksites	within t	he sen	rice deli	ivery are	ea oth	er than	the	
1	primary assigned	J OITICE.				•						
					•							
DIRECTOR OF (	L CMS SIGNATURE	IMMEDIA	ENWERVESOPSEKOWE	URE T			SIGNAT			D	ATE	
	famel forde		BUREAU OF PERSONNEL		the	mo	>Ch	m	<u>.</u>	05/1	1/2020	
	ymu prou	'		- 1		in the	-gur	-viv	_	I 05/1	172020	

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D. Shard Shale Tapy H MAY 12 REC'D

Shard SHARD CHNICAL 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								
	l			ient skills; refers clients to training programs or								
				able 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										
				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 callings	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								
	ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.											

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

1. POSITION TITLE	ORKING TITLE (IF ANY)	BILINGU			TION TITLE ON CODE	2. POSITION NUMBER					
EXISTING POSITION					0. 11011 0022						
NEW/REVISED POSITION											
Employment Security Program Representative	Pr	ogram Representative	29			SS	13650-44-51-101-10-31				
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT		9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION  IL Department of Employme Security	ent	Service Delivery/ Field Operations			0	016	2	F	₹		
10. SECTION		11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE						
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023					
NEW/PEN/RED POOLETION						☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE					
Chicago Region / Lawrence Local Office	;	Service Unit I				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE			TAN EMPT						
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION				N I OCATION	
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION					
2444 West Lawrence Chicago, Illinois		RC062			N	☐ MC150 LATERAL REALLOCATION  ☐ MC158 UPWARD REALLOCATION					

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>
	other than the primary assigned office
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
TIWL	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determin for routine, initial or continued claims					
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral					
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging					
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above					
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and rievances for the incumbent of this position.)					
, ,	WORKING TITLE (IF ANY)					
Employme	ent Security Field Office Supervisor 13600-44-51-101-10-01 Front Line Programs Supervisor					
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:					
☐ Supervi	sor □ Lead Worker					
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of the incumbents or authorized funded headcount.					

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

#### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

#### 20. CONDITIONS OF EMPLOYMENT

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

## 21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <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.

#### 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
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by Jahn:	08/01/2023

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

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

Revised and Relocked on:

1. POSITION TITLE WO		ORKING TITLE (IF ANY)	BILINGUA	٩L	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION			JOBE		01 11	01 11011 00BL				
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	ogram Representative	22		РО		13650-44-51-101-20-41			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employment Security		Service Delivery/ Field Operations		0	016	2	F	₹		
10. SECTION		11. UNIT			12. TRANSACTION 13. EFFECTI DATE					
EXISTING POSITION					ESTABLISH			08/01/2023		
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE				
Chicago Region / Lawrence Local Office		Service Unit II							ER CHANGE	
14. WORK LOCATION		15. BARGAINING/TERM RUTAN EXEMP			☐ MC027 ADDITIONAL IDENTICAL CHANGI☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH					
					☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION		CATION		
2444 West Lawrence Chicago, Illinois		RC062 N		N		☐ MC158 UPWARD REALLOCATION				OCATION

01.5=	
% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>						
	other than the primary assigned office						
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims						
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>						
	Conducts reconsidered determinations and accepts appeals						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>						
	Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff						
	<ul> <li>Conducts employment workshops to enhance client employability</li> </ul>						
	Assists clients with registration and claims  Processes data from file construction and maintenance for all relevant Illinois Department of						
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> </ul>						
	<ul> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>						
	other than the primary assigned office						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</li> </ol>						
	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 13600-44-51-101-20-01 Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis	or   Lead Worker						

#### 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 of college with academic background in social/behavioral sciences or business; **OR** 

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by John:	08/01/2023

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

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE			2. POSITION NUMBER				
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative 29			SS		13650-44-51-102-01-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	ρ 9. OFFI	CE USE	
EXISTING POSITION									
NEW/REVISED POSITION			_		_	_			
IL Department of Employment Security	Service Delivery/ Field Operations		0	016	2	R			
10. SECTION	11. UNIT		12. TRANSACTION 13. EFFECTIVE CODE DATE			ΓIVE			
EXISTING POSITION			☐ MA021 ESTABLISH 12/01/2023				2023		
				☐ MA022 EXEMPT CODE CHANGE					
Chicago Region/ 71st Street			☐ MC024 POSITION NUMBER CHANGE  ☐ MC026 CLARIFY						
Local Office			MC026 CLARIFY						
14. WORK LOCATION	15. BARGAINING/TERM RUTAN EXEMP		CHANGE		)NAL II	AL IDENTICAL			
	COBE			☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH					
NEW/REVISED POSITION				☐ MC149 DOWNWARD REALLOCATION				ΓΙΟΝ	
	DC063		N I	N					
Daley College 7500 S. Pulaski, Chicago, IL	RC062	.CUU2 IN						N	
0/4 OE	16 CAMBILIE CHBBENT AND ACCHBATE STATEMENT OF BOSTION ESSENTIAL FINICHONIS								

40%	Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Assists clients with various programs and services offered by IDES and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> </ul>
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate</li> </ul>
	<ul> <li>reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	Illinois Benefit  • As directed, pe	extracts claims data using automated systems including but not limited to the efit Information System (IBIS), Illinois Job Link (IJL) and GenTax, performs these duties for assigned worksites within the service delivery area he primary assigned office					
10%		ary and nonmonetary benefit claim issues, providing eligibility outine, initial or continued claims					
	<ul><li>Provides writte</li><li>Conducts reco</li><li>As directed, pe</li></ul>	en determinations onsidered determinations and acce	nsidered determinations and accepts appeal when appropriate  rforms these duties for assigned worksites within the service delivery area				
10%	5. Advises clients on referral	work attitudes, habits, relationship	os and attire as related to a specific job				
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>Extracts and utilizes data</li> </ul>						
	1	erforms these duties for assigned v primary assigned office	vorksites within the service delivery area				
05%	6. Establishes and m	shes 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						
preparing, c			ble for assigning and reviewing work, mmending and imposing disciplinary action				
			WORKING TITLE (IF ANY)				
Public Serv	vice Administrator, Opt. 1	37015-44-51-102-00-01	Unemployment and Employment Local Operations Manager				
18. CHECK	THE APPROPRIATE BOX	IF THIS POSITION IS A:					
☐ Supervis	or						
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							

#### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
- 2. Requires ability to utilize Spanish in the performance of all duties.
- 3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
- 4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
- 5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchion by your	11/29/2023

		ORKING TITLE (IF ANY)	BILINGU. CODE		POSITION TITLE OPTION CODE					IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	ogram Representative	29			SS	1365	0-44	-51-	102-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employment Security		Service Delivery/ Field Operations		0	016	2	F	₹		
10. SECTION		11. UNIT		12. TRANSACTION 13. EFFECTIVE DATE						
EXISTING POSITION					ESTABLISH		08/01/2023			
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE				
	.					☐ MC024 POSITION NUMBER CHANGE				
Chicago Region / 71 <sup>st</sup> Stree Local Office	I .	Service Unit II			☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUTAN EXEMP			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 A	ABOLISI	Н		
			☐ MC149 DOWNWARD		REALLOCATION					
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION			CATION	
1515 East 71 <sup>st</sup> Street Chicago, Illinois		RC062 N		N	☐ MC158 UPWARD REALLOCATION			OCATION		

0/ 0=	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ul> <li>Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</li> </ul>						
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>						
	Conducts reconsidered determinations and accepts appeals						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>						
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>						
	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) systemated data files.						
	<ul><li>Employment Security (IDES) automated data files</li><li>Extracts and utilizes data</li></ul>						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>						
	other than the primary assigned office						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)						
Employment Security Field Office Supervisor 13600-44-51-102-20-01 Front Line Programs Supervisor							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervis	sor   Lead Worker						
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.							

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

### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL	_	TION TITLE	2. PO	SITIC	N NC	NUMBER
EXISTING POSITION		3322						
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	03		СН	1365	0-44	-51-	107-10-21
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery/ Fiel Operations	Service Delivery/ Field Operations		016	2	F	₹	
10. SECTION	11. UNIT	11. UNIT		12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION				ESTABLISH		08/01/2023		
NEW/REVISED POSITION					☐ MA022 EXEMPT CODE CHANGE			
					☐ MC024 POSITION NUMBER CHANGE			
Chicago Region / Pilsen Loc Office	Service Unit I	Service Unit I		☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUTAN EXEMP		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	4		
				☐ MC149 [	OOWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION			CATION	
1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062		N	☐ MC158 L				

% OF	40.00404
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 Incurance and Wagner Deves convices.
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> </ul>
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> </ul>
	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 assists plan and reviews for compliance.
	Assists in the formation of work search action plan and reviews for compliance  - Symbol and responsibilities as they particip to be refitted as a second responsibilities as they particip to be refitted as a second responsibilities as they participate to be refitted as a second responsibilities as they participate to be refitted as a second responsibilities as they participate to be refitted as a second responsibilities as they participate to be refitted as a second responsibilities as a second resp
	<ul> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and</li> </ul>
	Eligibility Assessment (RESEA) program
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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)
	<ul> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> </ul>
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> </ul>
	<ul> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> </ul>
	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
	<ul> <li>Provides clients with information regarding training programs or selected jobs and job</li> </ul>
	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
	<ul> <li>Verifies and records placements</li> </ul>
	As directed, solicits job opportunities
	- 7.6 directed, concide job opportunities

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ul> <li>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</li> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ul> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
preparing, co	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)						
Employme	Employment Security Field Office Supervisor 13600-44-51-107-10-31 Front Line Programs Supervisor						
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervis	☐ Supervisor ☐ Lead Worker						

#### 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 of college with academic background in social/behavioral sciences or business; **OR** 

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by John	08/01/2023

Approved Template for Position Title: Employment Security Program Representative - 13650 - Chinese

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF	BILINGUAL CODE		TION TITLE	2. POSITION NUMBER					
EXISTING POSITION				0.1	0000					
NEW/REVISED POSITION										
Employment Security Program Representative	Program Representa	ative	29		SS		0-44	-51-	107-20-31	
3. AGENCY	4. BUREAU/DIVIS	SION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employme Security	nt Service Delivery Operations	Service Delivery/ Field Operations		0	016	2	F	₹		
10. SECTION	11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT COD				08/01/2023	
NEW/REVISED POSITION										
Chicago Region / Pilsen Loo Office	cal Service Unit II							NINIBE	ER CHANGE	
14. WORK LOCATION	15. BARGAINING	15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICAL ☐ MC028 WORK COUNTY CHANGE								
EXISTING POSITION		☐ MD021 ABOLISH								
					☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION	☐ MC150 LATERAL REALLO			CATION						
1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062			N	☐ MC158 U	JPWAR	D RE	ALLC	OCATION	

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned effice.</li> </ul>
	other than the primary assigned office
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>					
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims					
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>					
	Conducts reconsidered determinations and accepts appeals					
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>					
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>					
	<ul> <li>Conducts employment workshops to enhance client employability</li> </ul>					
	Assists clients with registration and claims					
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>					
	Extracts and utilizes data					
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging					
3070	c. Letablefied and maintaine dearnty reports to demonstrate work dearnty and detail time origing					
05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</li> </ol>					
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)					
	WORKING TITLE (IF ANY)					
	Employment Security Field Office Supervisor 13600-44-51-107-20-31 Front Line Programs Supervisor					
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:					
☐ Supervis						
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.					

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

### Minimum Qualifications

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

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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.

- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
- 2. Requires ability to utilize Spanish in the performance of all duties.
- 3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
- 4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
- 5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WC	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	ogram Representative	29			SS		13650-44-53-101-10-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	· · · · · · · · · · · · · · · · · ·		8. AUDIT		9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Comico Dolivomi/ Fiels									
IL Department of Employme Security	ent	Service Delivery/ Field Operations		016	2	F					
10. SECTION		11. UNIT				12. TRANS	ACTION			13. EFFECTIVE DATE	
EXISTING POSITION						☐ MA021 ESTABLISH 08/			08/01/2023		
						☐ MA022 E	EXEMPT	COL	DE C	HANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE	
Metro South Region / Harve Local Office	Эy	Service Unit I				⊠ MC026	CLARIF	Y			
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUT EXE	ΓΑΝ EMPT	, ·					
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION		D0000				☐ MC150 LATERAL REALLOCATION			CATION		
Harvey, Illinois		RC062			N	☐ MC158 UPWARD REALLOCATION					

0/ 05	
% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> </ul>
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS						
·	<ul> <li>Coaches both applicants and employers in the use System</li> <li>As directed, performs these duties for assigned wo other than the primary assigned office</li> </ul>	-						
10%	Adjudicates monetary and nonmonetary benefit claim for routine, initial or continued claims	issues, providing eligibility determinations						
	<ul> <li>Investigates, researches, and explains case dispose</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accept</li> <li>As directed, performs these duties for assigned woother than the primary assigned office</li> </ul>	s appeals						
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>							
	<ul> <li>Refers clients with more complex or specialized issoffice or partner staff</li> <li>Conducts employment workshops to enhance clien</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintent Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned woother than the primary assigned office</li> </ul>	nt employability ance for all relevant Illinois Department of						
05%	6. Establishes and maintains activity reports to demonstr	ate work activity and detail time charging						
05%	7. Performs other duties as required or assigned which a duties enumerated above	re reasonably within the scope of the						
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsibe conducting and signing performance evaluations; effectively recombined for the incumbent of this position.)							
, ,	,	WORKING TITLE (IF ANY)						
Employme	nt Security Field Office Supervisor 13600-44-53-101-10-01	Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervi	sor   Lead Worker							
percentage	pervisory or lead worker responsibilities <u>must</u> be described in e(s) allotted. If a box was checked above, list position title, pose incumbents or authorized funded headcount.							

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

### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/4/24		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

1. POSITION TITLE	WORKING TITLE (IF ANY)  BILINGUAL CODE			TI OP	SITION TLE TION ODE	2. POSITION NUMBER			
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative 29			ļ	SS	13650-44-53-104-01-31			
3. AGENCY	4. BUREAU/DIVISION	4. BUREAU/DIVISION			6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of Employment Security	Service Delivery/ Field Operations			0	016	2	R	}	
10. SECTION	11. UNIT				12. TRANSACTION 13. CODE DA			EFFECTIVE TE	
EXISTING POSITION					<ul> <li>□ MA021 ESTABLISH</li> <li>□ MA022 EXEMPT CODE CHANGE</li> <li>□ MC024 POSITION NUMBER CHANGE</li> </ul>				HANGE
Metro South Region/ Burbank Local Office					✓ MC026 CLARIFY				
14. WORK LOCATION			UTAN XEMPT	Т	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION  Maywood, Illinois	RC062		N		☐ MC150 LATERAL REALLOCATION				
% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									

40%	Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Assists clients with various programs and services offered by IDES and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> </ul>
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate</li> </ul>
	<ul> <li>reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	Illinois Benefit  As directed, pe	s and extracts claims data using automated systems including but not limited to the s Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax rected, performs these duties for assigned worksites within the service delivery area than the primary assigned office				
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims					
	<ul><li>Provides writte</li><li>Conducts reco</li><li>As directed, pe</li></ul>	esearches, and explains case dispen determinations onsidered determinations and acceerforms these duties for assigned was primary assigned office				
		primary assigned smos				
10%	5. Advises clients on referral	work attitudes, habits, relationship	os and attire as related to a specific job			
	office or partne		issues and/or service needs to relevant kshops to enhance client employability			
	<ul> <li>Processes dat of Employmen</li> </ul>	a from file construction and mainte t Services (IDES) automated data	enance for all relevant Illinois Department files			
	Extracts and u					
		erforms these duties for assigned v primary assigned office	vorksites within the service delivery area			
05%	6. Establishes and m	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					
preparing, c			ble for assigning and reviewing work, mmending and imposing disciplinary action			
			WORKING TITLE (IF ANY)			
Public Serv	vice Administrator, Opt. 1	37015-44-53-104-00-01	Unemployment and Employment Local Operations Manager			
18. CHECK	THE APPROPRIATE BOX	IF THIS POSITION IS A:				
☐ Supervis	or					
percentage	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						

#### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

#### 20. CONDITIONS OF EMPLOYMENT

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

# 21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is $\underline{\mathsf{NOT}}$ intended to be all-encompassing or to address all responsibilities of the position.

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchion by your	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	VORKING TITLE (IF ANY) BILINGUAL CODE		POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	rogram Representative		SS		13650-44-53-104-20-31			
3. AGENCY	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	3. AUDIT 9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION	0 . D . /E. /								
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		0	016	2	F	}	
10. SECTION	11. UNIT	11. UNIT		12. TRANSACTION 13. EFFECTIVE CODE DATE					
EXISTING POSITION					☐ MA021 STABLISH 08/01/202		08/01/2023		
					☐ MA022 EXEMPT CODE CHANGE				HANGE
NEW/REVISED POSITION		☐ MC024 POSITION NUMBER C		R CHANGE					
Metro South Region / Burba Local Office	nk Service Unit II				☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUT CODE EXE		AN MPT	☐ MC027 ADDITIONAL IDENTICAL CHANG				
EXISTING POSITION					☐ MD021 ABOLISH				
					☐ MC149 [	OOWNW	/ARD	REA	LLOCATION
NEW/REVISED POSITION	DC062	RC062		N	☐ MC150 LATERAL REALLOCATION				
Burbank, Illinois	NC002			IN	☐ MC158 UPWARD REALLOCATION				

0/ 0-	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>
	Conducts reconsidered determinations and accepts appeals
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>
	<ul> <li>Conducts employment workshops to enhance client employability</li> </ul>
	Assists clients with registration and claims
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>
	Extracts and utilizes data
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</li> </ol>
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)
	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-53-104-20-01 Front Line Programs Supervisor
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:
☐ Supervis	
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.

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

#### Minimum Qualifications

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

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

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- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
- 2. Requires ability to utilize Spanish in the performance of all duties.
- 3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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- 5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
- 6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA	_	TION TITLE	2. PO	SITIC	N NC	IUMBER	
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	29		SS	1365	0-44	-53-	105-30-31	
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	ΝT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION	Comice Deliver / Fiel								
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		099	2	R			
10. SECTION	11. UNIT		12. TRANSACTION 13. EFFEC		EFFECTIVE TE				
EXISTING POSITION				☐ MA021 ESTABLISH 08/01/202		08/01/2023			
					☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE				
Metro South Region / Joliet Local Office	Service Unit III	Service Unit III		☑ MC026 CLARIFY					
14. WORK LOCATION	15. BARGAINING/TERN CODE	15. BARGAINING/TERM RUTA		☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 A	ABOLISH	1			
				☐ MC149 E	OWNW	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION		RC062		☐ MC150 LATERAL REALLOCATION					
Joliet, Illinois	RC062			☐ MC158 UPWARD REALLOCATION					

% OF	16 COMPLETE CURRENT AND ACCURATE STATEMENT OF DOSITION ESSENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> </ul>
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims</li> </ul>
	monetary and nonmonetary eligibility and discern employment history and work status  • Provides orientation and clarifies eligibility factors
	<ul> <li>Provides information on available job training and/or educational programs</li> </ul>
	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  - Assists in the formation of work search action plan and reviews for compliance
	<ul> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and</li> </ul>
	Eligibility Assessment (RESEA) program
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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)
	<ul> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> </ul>
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> </ul>
	<ul> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> </ul>
	<ul> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> </ul>
	Trains clients to use and interpret self-assessment vocational exploration tools
	<ul> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> </ul>
	<ul> <li>Follows up on training programs or job orders for employers requesting service from IDES</li> </ul>
	to determine status of referrals and need for additional referrals
	<ul> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> </ul>
	<ul> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>							
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims							
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>							
	Conducts reconsidered determinations and accepts appeals							
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>							
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>							
	<ul> <li>Conducts employment workshops to enhance client employability</li> </ul>							
	Assists clients with registration and claims							
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>							
	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							
3070	c. Letablefied and maintaine dearnty reports to demonstrate work dearnty and detail time origing							
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above							
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
Employment Security Field Office Supervisor 13600-44-53-105-30-01 Front Line Programs Supervisor								
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervis								
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.							

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

### **Minimum Qualifications**

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchiori by John:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF BILINGUAL CODE		POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative	29		SS		13650-44-54-102-01-31			102-01-31
3. AGENCY	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of Employment Security	Service Delivery/ Field Operations		0	056	2	R			
10. SECTION	11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH 12/01/2023 ☐ MA022 EXEMPT CODE CHANGE					
Northern Region/ Rockford Local Office					<ul><li>☐ MC024 I</li><li>☑ MC026</li></ul>			MBE	ER CHANGE
14. WORK LOCATION	15. BARGAINING/TERM RUTAN EXEMP		-	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			ALLOCATION		
NEW/REVISED POSITION  Woodstock, Illinois	RC062	2 N		1	☐ MC150 LATERAL REALLOCATION				
% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Assists clients with various programs and services offered by IDES and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>
	other than the primary assigned office
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> </ul>
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)
Doc	sition # 13650-44-54-102-01-31

	<ul> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
10%	4.	Adjudicates monetary and nonmonetary benefit claim is determinations for routine, initial or continued claims	sues, providing eligibility						
		<ul><li>Provides written determinations</li><li>Conducts reconsidered determinations and accepts</li></ul>	Investigates, researches, and explains case disposition Provides written determinations Conducts reconsidered determinations and accepts appeal when appropriate As directed, performs these duties for assigned worksites within the service delivery area						
10%	5.	Advises clients on work attitudes, habits, relationships a referral	and attire as related to a specific job						
0594	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
05%	6.	, ,							
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above								
preparing, co	17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)								
	WORKING TITLE (IF ANY)								
Public Serv	Public Service Administrator, Opt. 1 37015-44-54-102-00-01  Unemployment and Employment Local Operations Manager								
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:									
☐ Supervisor ☐ Lead Worker									
NOTE: Supervisory or lead worker responsibilities <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							

### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchion by John:	11/29/2023

1. POSITION TITLE WO		ORKING TITLE (IF ANY)  BILINGUAL CODE			TION TITLE	2. POSITION NUMBER				
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	rogram Representative 29		SS		13650-44-54-102-10-31				
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Comice Delivery/Figle								
IL Department of Employme Security	ent	Service Delivery/ Field Operations		0	101	2		₹		
10. SECTION		11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION					☐ MA021 ESTABLISH 08/01/2023		08/01/2023			
					☐ MA022 EXEMPT CODE CHANGE			HANGE		
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE					
Northern Region / Rockford Local Office		Service Unit I				⊠ MC026 (	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 ABOLISH				
						☐ MC149 [	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION		D0000				☐ MC150 LATERAL REALLOCATION			CATION	
Rockford, Illinois		RC062		N	☐ MC158 UPWARD REALLOCATION					

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>
	other than the primary assigned office
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>								
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims								
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>								
	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>								
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging								
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above								
preparing, c	DN TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and levances for the incumbent of this position.)								
	WORKING TITLE (IF ANY)								
	ployment Security Field Office Supervisor 13600-44-54-102-10-01 Front Line Programs Supervisor								
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:									
☐ Supervis	sor   Lead Worker								
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.									

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

#### Minimum Qualifications

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

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

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

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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.

- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
- 2. Requires ability to utilize Spanish in the performance of all duties.
- 3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
- 4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
- 5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchiori by John	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

## **POSITION DESCRIPTION**

1. POS TION T: Existing Position									
C- 31112 1 32 10	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	_2.POS	ITION NU	MBER		
224									
	mployment Security 29 rogram Representative			SS		)-44-54 )-44-54			
3. AGENOY	icosinativo	4. BUREAU/ DIVISIO	N	- <del></del>	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position									12/16 <b>/</b> 22 - PN
New/Revised Position		Comice Delivery	Field Once	ations.		101		_	<i>N</i>
	t of Employment Security		Fleid Oper	ations	0 12. TRAN	101	2	R B. EFFECTIV	E DATE
10. SECTION	375337	11. UNIT			CODE	SACTION	10	S. EFFECTIV	EDATE
.45) 12 F + 31 F								12/01/	2019
&w/R≥wsedPoskch Northern Rea	ion/ Roc∢ford Local Office	Service Unit III				21 ESTAB			-
				Rutan		22 EXEMF 24 POSITI			
14. WORK LOCA Histing Position	ATICN	15. BARGAINING/TE	RM CODE	Exempt	_	26 CLARII 27 ADDITI		DENTICAL	CHANGE
					☐ MC0	28 WORK 21 ABOLIS	COUNT		
.ew/Ray sed Fosition		500			☐ MC1	49 DOWN	WARD		
Rockford IL		RC06	Walter Land	N	☐ MC1	50 LATER 58 UPWAI	RD REA		
E OF TIME		T AND ACCURATE STATEM ion, for an assigned area, a							
	insurance benefits, incluce nducts benefit rights in nonseparation benefit clapplicants, provides refeleads and extracts claim needs to relevant office these duties for assigne	rvice needs. Provides servinding but not limited to interinterviews; provides orientaliaim issues. Using the IL Lerrals, placement and followins data using automated syor partner staff; established worksites within the servinding spanish land	rstate, milit ation and cl abor Exch w-up servic /stems; ref s and mair ice deliven	tary and other larifies eligible lange system ces on availatiers clients we tains activity y area other	er federa ility fact n, select able job ith com reports than the	al or tractors; adjusts suitable orders of plex issues. As directors of the primar	de rea udicat le job or trair ues ar ected, y assi	es opening ning pro nd/or se perforrigned of	ent; gs for grams; rvice ms fice.
25%	Assesses and address	esses client Unemploymen	t Insurance	e and Wagne	er-Peys	er servic	ce nee	eds. Pro	vides
<b>25</b> %	services related to the limited to interstate, with clients to determine discern employments provides information use of the IL Labor the registration process and reviews for comprograms. As direct	the processing of claims for military and other federal mine unemployment insurate thistory and work status, per on available job training a Exchange system, determines to facilitate reemploynable performs these duties are assigned office. Utilizes	r unemploy or trade rea ance claims provides or and/or educ nes releva nent; assist hts and res for assigne	ment insura adjustment. ( s monetary a ientation and cational prog nt services for ts in the form sponsibilities ad worksites	nce ber Conduction of the artion of the artion of as they within the artion of the artion the artion of the articles.	nefits, indestine the benefits	cludin it righ y eligi lity fac inform and c earch to be ce del	g but no ts intervibility ar ctors; nation of coaches action penefits ivery are	ot riews ad on the in olan
25% 25%	services related to the limited to interstate, with clients to determine discern employments provides information use of the IL Laborathe registration process and reviews for comprograms. As direct other than the primal interpretive services.  2. Performs functions complex and special Employment Securion the limited to the Illing directed, performs the primary assigned of	the processing of claims for military and other federal mine unemployment insurate thistory and work status; in on available job training a Exchange system, determined to facilitate reemploying the performs these duties are assigned office. Utilizes are lated to receipt, review, and claims on benefit entitlements (IDES). Loads and extraois Benefit Information Systems duties for assigned wiffice.	r unemploy or trade rea ance claims provides or and/or educe nes relevanent; assist this and restor assigned Spanish latentry, analyticate claims extem (IBIS porksites wi	ment insural adjustment. (It is monetary a ientation and cational progets in the form sponsibilities anguage to a cars administ a data using a so, Illinois Job	nce ber Conduction of clarified rams; por the anation of as they within the assist clarified by Link (I	nefits, income the seligibil or ovides policant of work so pertain the service ients where the Illingted systems.	cludin fit righ fy elig lity fac inform and c earch to be ce del no req es of r lois De ems ir GenT	g but not to interval	of triews and the in olan lea need
25%	services related to the limited to interstate, with clients to determine discern employments provides information use of the IL Laborathe registration process and reviews for comprograms. As direct other than the primal interpretive services.  2. Performs functions complex and special Employment Securion the limited to the Illing directed, performs the primary assigned of	the processing of claims for military and other federal imine unemployment insurate thistory and work status; in on available job training a Exchange system, determines to facilitate reemploymental pliance; explains client riged, performs these duties any assigned office. Utilizes as a claims on benefit entitlements (IDES). Loads and extra nois Benefit Information Systems duties for assigned with the systems of the second states of the systems of the s	r unemploy or trade rea ance claims provides or and/or educe nes relevament; assist this and restor assigned Spanish latentry, analyticate claims extem (IBIS Yorksites with the summer of the summer	ment insural adjustment. (It is monetary a ientation and cational progent services for the formation sponsibilities and worksites anguage to a common administration of the formation of the form	nce ber Conduction on I clarifie rams; por the a nation of as they within the assist clarified by automatic Link (I rice delignment)	nefits, inc ts benef monetar s eligibil provides pplicant f work so pertain ne service ients what f all type the Illin ted syste JL) and very are	cludin it righ y eligi ity face inform and cearch to be ce del no req es of recems in GenT a other	g but not to interval	ot riews and on the in olan lea need
25%	services related to the limited to interstate, with clients to determine discern employments provides information use of the IL Laborathe registration process and reviews for comprograms. As direct other than the primal interpretive services.  2. Performs functions complex and special Employment Securion the limited to the Illing directed, performs the primary assigned of	the processing of claims for military and other federal mine unemployment insurate thistory and work status; in on available job training a Exchange system, determined to facilitate reemploying the performs these duties are assigned office. Utilizes are lated to receipt, review, and claims on benefit entitlements (IDES). Loads and extraois Benefit Information Systems duties for assigned wiffice.	r unemploy or trade rea ance claims provides or and/or educe nes relevament; assist this and restor assigned Spanish latentry, analyticate claims extem (IBIS Yorksites with the summer of the summer	ment insural adjustment. (s monetary a ientation and cational progets in the form sponsibilities anguage to a sysis and resources administration of the services of the services anguage to a sysis and resources and	nce ber Conduction on I clarifie rams; por the a nation of as they within the assist clarified by automatic Link (I rice delignment)	nefits, inc ts benef monetar s eligibil provides pplicant f work so pertain ne service ients what f all type the Illin ted syste JL) and very are	cludin it righ y eligi ity face inform and cearch to be ce del no req es of recems in GenT a other	g but notes intervibility and ctors; nation of coaches action penefits ivery aroust or coutine, epartmencluding fax. As fer than to the period of the penefits ivery aroust or coutine, epartmencluding fax. As fer than to the penefits ivery aroust or coutine, epartmencluding fax. As	ot riews and on the in blan ea need ent of i but

16. (CONTINUE	D)							
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	I ESSENTIAL FUNCTIONS (Continued)				
20%	3.	Assists clients with var	ious programs and services offered	d by the Illinois Department of Employment				
				s job seekers and employers using the IL Labor				
				ent skills; refers clients to training programs or				
		employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor						
			xchange system for applicants requiring services available through computer programs and contacts					
				ment vocational exploration tools; provides				
				lected jobs and job interview procedures; follows				
				esting service from IDES to determine status of				
				cords placements; as directed, solicits job				
	1			execution of hiring fairs. Coaches both				
	ĺ			IL Labor Exchange System. As directed,				
				ervice delivery area other than the primary				
	ļ			panish language to assist clients who request or				
		need interpretive servi	ces.					
400/	١,	A -10 - 10 - 4 4		The second state of the se				
10%	<del>4</del> .			ues, providing eligibility determinations for				
				es, and explains case disposition, provides				
				tions and accepts appeals. As directed, performs				
		these duties for assign	ed worksites within the service deli	ivery area other than the primary assigned office.				
	_	A 1 1 11 .						
10%	5.			d attire as related to a specific job referral, refers				
				ervice needs to relevant office or partner staff.				
				loyability. Assists clients with registration and				
				nance for all relevant IDES automated data files;				
				ties for assigned worksites within the service				
		delivery area other tha	n the primary assigned office.					
	١.							
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.				
050/		<b>B</b> f (1)						
05%	7.		as required or assigned which are r	reasonably within the scope of the duties				
47 DOCUTION		enumerated above.	AEDIATE CUBED (ICCD (D					
17. POSITION	N III	LE AND NUMBER OF IMI	WEDIATE SUPERVISOR (Responsible	e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances				
		ent of this position.)	dations, enectively recommending and	imposing disciplinary action and adjusting gnevances				
101 410 1110	u		13600-44-54-102-20-01	THE PROPERTY OF AND				
	_			WORKING TITLE (IF ANY)				
			risor <del>13600-44-54-102-30-</del> 01					
18. CHECK TH	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:					
	-\	OD OD	NORKED					
SUPER	≺VIS	OR OR LEAD V	VORKER					
NOTE: S	unet	visory or lead worker res	sponsibilities must be described in a	detailed duty statement(s) with a				
		ercentage(s) allotted.	<u></u>	a detailed daty eactions (e) with a				
			title, position number, and number of s	subordinate incumbents or authorized funded				
headcoun		, ,	· ·					
	Pos	sition Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A		•						
				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, 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								

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)	BILINGUAL CODE	T IO	SITION TITLE PTION CODE	2. POSITION NUMBER			NUMBER	
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative	29		SS	1365	0-44-	-54-103-01-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of Employment Security	Service Delivery/ Field Operations			049	2	F	2		
10. SECTION	11. UNIT			12. TRANS	ACTION	1	13. DA	EFFECTIVE TE	
EXISTING POSITION				☐ MA021		L		12/01/2023 HANGE	
Northern Region/ Wheeling Local Office				☐ MC024 ☐ MC026			IMBE	ER CHANGE	
14. WORK LOCATION	15. BARGAINING/TERM RUTAN EXEMP			☐ MC027 A CHANGE ☐ MC028 V					
EXISTING POSITION				☐ MD021	☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION  Waukegan, Illinois	RC062 N			☐ MC150	LATERA	L REA	ALLC	OCATION	
% OE	CURRENT AND ACCURAT	E STATEMEN	IT OF PO	OSITION ES	SSENTI	AL F	JNC	CTIONS	

40%	<ol> <li>Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assists clients with various programs and services offered by IDES and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses researches and selects client skills</li> </ul>
	<ul> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>

10%	3.	Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)						
		<ul> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> </ul>						
		As directed, performs these duties for assigned wor other than the primary assigned office	• •					
10%	4.	Adjudicates monetary and nonmonetary benefit claim is determinations for routine, initial or continued claims	ssues, providing eligibility					
		<ul> <li>Investigates, researches, and explains case disposi</li> <li>Provides written determinations</li> </ul>	ition					
		<ul> <li>Conducts reconsidered determinations and accepts</li> </ul>	appeal when appropriate					
		<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	5.	Advises clients on work attitudes, habits, relationships a referral	and attire as related to a specific job					
		Refers clients with more complex or specialized issorting office or partner staff Conducts employment workships of the conducts of the conduct of the						
		<ul><li>Assists clients with registration and claims</li><li>Processes data from file construction and maintena</li></ul>	nce for all relevant Illinois Department					
		of Employment Services (IDES) automated data file  Extracts and utilizes data						
		As directed, performs these duties for assigned wor other than the primary assigned office	ksites within the service delivery area					
05%	6.	Establishes and maintains activity reports to demonstra	te work activity and detail time charging					
05%	7.	Performs other duties as required or assigned which ar	e reasonably within the scope of the					
		duties enumerated above	·					
preparing, c	onduc	TLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible eting and signing performance evaluations; effectively recommended for the incumbent of this position.)						
, ,		·	WORKING TITLE (IF ANY)					
Public Serv	Public Service Administrator, Opt. 1 37015-44-54-103-00-01  Unemployment and Employment Local Operations Manager							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
□ Supervisor □ Lead Worker								

#### 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 of college with academic background in social/behavioral sciences or business; **OR** 

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchion by yolhi	11/29/2023

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	2. POSITION NUMBER		NUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	ogram Representative	29			SS	1365	13650-44-54-103-20-31		103-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Comica Dalivamy Field								
IL Department of Employme Security	ent	Service Delivery/ Field Operations	1		0	016	2	F		
10. SECTION		11. UNIT				12. TRANS	ACTION		13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 ESTABLISH	ł			08/01/2023
						☐ MA022 E	XEMPT	COL	DE C	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NU	JMBE	ER CHANGE
Northern Region / Wheeling Local Office		Service Unit II				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUT.		ΓΑΝ EMPT		7 ADDITIONAL IDENTICAL CHANGE 8 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 <i>A</i>	ABOLISH	+		
						☐ MC149 [	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION		D0000				☐ MC150 L	ATERA	L RE	ALLC	CATION
Wheeling, Illinois		RC062			N	☐ MC158 U	JPWARI	D RE	ALLC	OCATION

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims						
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>						
	Conducts reconsidered determinations and accepts appeals						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>						
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>						
	<ul> <li>Conducts employment workshops to enhance client employability</li> </ul>						
	Assists clients with registration and claims						
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>						
	Extracts and utilizes data						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
Employme	ment Security Field Office Supervisor 13600-44-54-103-20-01 Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis							
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		

### **Minimum Qualifications**

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchiori by John	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	2. POSITION NUMBER			
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	ogram Representative	22			PO	13650-44-54-103-30-41				
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Camilaa Dalii samul Fiala									
IL Department of Employme Security	ent	Service Delivery/ Field Operations			0	016	2	F			
10. SECTION		11. UNIT				12. TRANS	ACTION	l	13. DA	EFFECTIVE TE	
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023			08/01/2023		
						☐ MA022 E	XEMPT	COL	DE C	HANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE	
Northern Region / Wheeling Local Office	l	Service Unit III				⊠ MC026	CLARIF'	Y			
14. WORK LOCATION		15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICAL ☐ MC028 WORK COUNTY CHANGE								
EXISTING POSITION		☐ MD021 ABOLISH									
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION						CATION					
Wheeling, Illinois		RC062			N	☐ MC158 U	JPWARI	D RE	ALLC	OCATION	

N 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<ul> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
10%	<ul> <li>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</li> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
10%	<ul> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging								
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above								
preparing, co	N TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, and ucting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)								
	WORKING TITLE (IF ANY)								
Employmer	t Security Field Office Supervisor 13600-44-54-103-30-41 Front Line Programs Supervisor								
18. CHECK	18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
☐ Supervis	□ Supervisor □ Lead Worker								

#### 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 of college with academic background in social/behavioral sciences or business; **OR** 

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/2/24		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	SITIC	N NC	NUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	ogram Representative	29			SS	1365	0-44	-54-	103-50-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Comice Delivery/Field								
IL Department of Employme Security	ent	Service Delivery/ Field Operations		0	016	2	F			
10. SECTION		11. UNIT				12. TRANS	ACTION	l	13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023			08/01/2023	
						☐ MA022 E	XEMPT	COL	DE C	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Northern Region / Wheeling Local Office	l	Service Unit V				⊠ MC026	CLARIF'	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN						
EXISTING POSITION		☐ MD021 ABOLISH								
						☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION		□ MC150 LATERAL RE			L RE	ALLC	CATION			
Wheeling, Illinois		RC062			N	☐ MC158 UPWARD REALLOCATION				OCATION

% OF	40. COMPLETE CURRENT AND ACCURATE CTATEMENT OF POCITION FORENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ul> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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20%	<ul> <li>Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>									
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	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>									
	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>									
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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)									
Employmer	nt Security Field Office Supervisor 13600-44-54-103-50-01 Front Line Programs Supervisor									
	THE APPROPRIATE BOX IF THIS POSITION IS A:									
☐ Supervis										
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.									

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

#### Minimum Qualifications

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

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

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Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE ON CODE	2. PO	2. POSITION NUMBER			
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	ogram Representative	29			SS	1365	0-44	-54-	105-10-31	
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Santias Dalivant/ Field	٦								
IL Department of Employme Security	ent	Service Delivery/ Field Operations			0	045	2	F	₹		
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION						☐ MA021 ESTABLISH	-			08/01/2023	
NEW/REVISED POSITION						☐ MA022 E	EXEMPT	COE	DE CI	HANGE	
						☐ MC024 F	POSITIC	N NU	JMBE	R CHANGE	
Northern Region / Carpentersville Processing Center		Service Unit I				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUTAN EXEMPT			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE						
EXISTING POSITION		☐ MD021 ABOLISH									
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION		DC060			NI	☐ MC150 L	ATERA	L RE	ALLC	CATION	
Carpentersville, Illinois		RC062			N	☐ MC158 UPWARD REALLOCATION					

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	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)
	<ul> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	N ESSENTIAL FUNCTIONS
TIWL	<ul> <li>Coaches both applicants and employers in the use of self-se System</li> <li>As directed, performs these duties for assigned worksites we other than the primary assigned office</li> </ul>	•
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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 reason duties enumerated above	nably within the scope of the
preparing, o	TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assign conducting and signing performance evaluations; effectively recommending a grievances for the incumbent of this position.)	
, 39		KING TITLE (IF ANY)
Employme		Line Programs Supervisor
18. CHECK	K THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervi	visor □ Lead Worker	
percentage	upervisory or lead worker responsibilities <u>must</u> be described in a detaile ge(s) allotted. If a box was checked above, list position title, position nu ate incumbents or authorized funded headcount.	

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

## Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/2/24		Raymond Harchiori by Jalm	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

1. POSITION TITLE WOR		ORKING TITLE (IF ANY)  BILINGUAL CODE			POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	ogram Representative	29			SS	1365	0-44	-54-	105-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Santice Delivery/ Field	٧							
IL Department of Employme Security	ent	Service Delivery/ Field Operations			0	045	2	F	₹	
10. SECTION		11. UNIT				12. TRANS CODE	ACTION	ı	13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 ESTABLISH	-			08/01/2023
NEW/DEN/JOED DOOLTJON						☐ MA022 E	EXEMP1	COE	DE CI	HANGE
NEW/REVISED POSITION						☐ MC024 I	POSITIO	N NL	JMBE	R CHANGE
Northern Region / Carpentersville Processing Center		Service Unit II			☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHA☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 /	ABOLISI	Н		
						☐ MC149 [	OOWNW	/ARD	REA	LLOCATION
NEW/REVISED POSITION		DOGG	□ MC150 LATERAL REAL		ALLC	CATION				
Carpentersville, Illinois		RC062		N		☐ MC158 UPWARD REALLOCATION				

% OF	40. COMPLETE CURRENT AND ACCURATE CTATEMENT OF POCITION FORENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ul> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	<b>;</b>
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exc System</li> <li>As directed, performs these duties for assigned worksites within the service delivery other than the primary assigned office</li> </ul>	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determine for routine, initial or continued claims	nations
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery other than the primary assigned office</li> </ul>	area
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific j referral	ob
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to releve office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Departing Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery other than the primary assigned office</li> </ul>	ment o
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time ch	arging
05%	7. Performs other duties as required or assigned which are reasonably within the scope of t duties enumerated above	:he
preparing, o	TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary act grievances for the incumbent of this position.)	tion and
, 55	WORKING TITLE (IF ANY)	
Employme	ent Security Field Office Supervisor 13600-44-54-105-20-01 Front Line Programs Supervisor	r
18. CHECK	K THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervi	visor □ Lead Worker	
percentage	upervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with ge(s) allotted. If a box was checked above, list position title, position number, and number of ate incumbents or authorized funded headcount.	a time

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

#### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/2/24		Raymond Marchiori by John	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

1. POSITION TITLE	WORKING TITLE (IF ANY)  BILINGU CODE			TI OP	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative	29	9		SS	13650-44-54-107-01-31			107-01-31
3. AGENCY	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of  Employment Security	Service Delivery/ Field Operations			0	022	2	R		
10. SECTION	11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION					☐ MA021 E	EXEMP	COD	E CI	
Northern Region/ North Aurora Local Office					<ul><li>☐ MC024 F</li><li>☑ MC026 €</li></ul>			MBE	ER CHANGE
14. WORK LOCATION			RUTAN EXEMP	PT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION  Lisle, Illinois	RC062		N	1	☐ MC150 L	_ATERA	L REA	ALLC	OCATION
% OF TIME 16. COMPLETE (	CURRENT AND ACCURAT	E STAT	EMENT	OF PO	SITION ES	SSENTI	AL FI	JNC	TIONS

40%	Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Assists clients with various programs and services offered by IDES and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> </ul>
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate</li> </ul>
	<ul> <li>reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	Illinois Benefit  • As directed, pe	racts claims data using automated systems including but not limited to the Information System (IBIS), Illinois Job Link (IJL) and GenTax erforms these duties for assigned worksites within the service delivery area primary assigned office						
10%		tes monetary and nonmonetary benefit claim issues, providing eligibility ations for routine, initial or continued claims						
	<ul><li>Provides writte</li><li>Conducts reco</li><li>As directed, pe</li></ul>	esearches, and explains case dispen determinations onsidered determinations and acceerforms these duties for assigned variancy assigned office						
10%	5. Advises clients on referral	work attitudes, habits, relationship	os and attire as related to a specific job					
	<ul><li>office or partne</li><li>Assists clients</li><li>Processes dat of Employmen</li></ul>	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> </ul>						
	1		worksites within the service delivery area					
05%	6. Establishes and m	naintains activity reports to demons	strate 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							
preparing, c			ble for assigning and reviewing work, nmending and imposing disciplinary action and					
			WORKING TITLE (IT ANY)					
Public Serv	vice Administrator, Opt. 1	37015-44-54-107-00-01	Unemployment and Employment Local Operations Manager					
18. CHECK	THE APPROPRIATE BOX	IF THIS POSITION IS A:						
☐ Supervis	or							
percentage	•	checked above, list position title, p	in a detailed duty statement(s) with a time ossition number, and number of					
	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A								

#### Minimum Qualifications

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
- 2. Requires ability to utilize Spanish in the performance of all duties.
- 3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchion by John:	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAI	_	TION TITLE	2. PO	SITIC	N NC	IUMBER
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	29		SS		13650-44-54-107-30-31		
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 Deliver / Fiel							
IL Department of Employme Security	ent Service Delivery/ Field Operations	<b>u</b>	0		2	F	?	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVI DATE				
EXISTING POSITION				☐ MA021 ESTABLISH 08/01/2023		08/01/2023		
				☐ MA022 E	XEMPT	COE	DE C	HANGE
NEW/REVISED POSITION				☐ MC024 F	POSITIO	N NU	JMBE	ER CHANGE
Northern Region / North Aurora Local Office	Service Unit III			⊠ MC026 (	CLARIF	Y		
14 WORK TOWN 1.5.			UTAN XEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION	☐ MD021 ABOLISH		ISH					
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				☐ MC150 LATERAL REALL OCATION			CATION	
North Aurora, Illinois	RC062		N	☐ MC158 UPWARD REALLOCATION			OCATION	

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>							
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10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims							
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>							
	Conducts reconsidered determinations and accepts appeals							
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>							
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>							
	Conducts employment workshops to enhance client employability							
	<ul> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of</li> </ul>							
	Employment Security (IDES) automated data files							
	Extracts and utilizes data							
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05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging							
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preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
	mployment Security Field Office Supervisor 13600-44-54-107-30-31 Front Line Programs Supervisor							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
☐ Supervis								
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		

## Minimum Qualifications

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/26/23		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA CODE	_	TION TITLE	2. PO	SITIC	N NC	NUMBER
EXISTING POSITION		0052	011					
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	29		SS		13650-44-55-103-10-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	OIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Comico Dolivor / Fiel							
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		050	2	F		
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE			-	
EXISTING POSITION				ESTABLISH		08/01/2023		
				☐ MA022 E	XEMPT	COL	DE C	HANGE
NEW/REVISED POSITION				☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Northwest Region / Ottawa Local Office	Service Unit I			⊠ MC026 (	CLARIF	Y		
14. WORK LOCATION 15. BARGAINING/TERM CODE			UTAN XEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 ABOLISH				
		☐ MC149 DOWNWARD REALLOCATIO			ALLOCATION			
NEW/REVISED POSITION	□ MC150 LATERAL REALLOCA							
Ottawa, Illinois	RC062		N	N ☐ MC158 UPWARD REALLOCATI		OCATION		

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determination for routine, initial or continued claims					
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>					
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>					
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging					
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above					
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action an rievances for the incumbent of this position.)					
, 00	WORKING TITLE (IF ANY)					
Employment Security Field Office Supervisor 13600-44-55-103-10-01 Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:					
□ Supervi	sor   Lead Worker					
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of te incumbents or authorized funded headcount.					

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

## **Minimum Qualifications**

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/2/24		Raymond Harchiori by John	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

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EXISTING POSITION		0002	011						
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	29		SS		13650-44-55-104-10-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	OIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION	Comice Delivery/Fiel	ام							
IL Department of Employme Security	Service Delivery/ Fiel Operations	a	0	081	2	F			
10. SECTION	11. UNIT			12. TRANS	ACTION	l		13. EFFECTIVE DATE	
EXISTING POSITION				ESTABLISH		08/01/2023			
				☐ MA022 E	XEMPT	COE	DE C	HANGE	
NEW/REVISED POSITION				☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE	
Northwest Region / Rock Island Local Office	Service Unit I			⊠ MC026 (	CLARIF	Y			
14 WODE LOCATION 100 100 100 100 100 100 100 100 100 10			UTAN XEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION	☐ MD021 ABOLISH								
				☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION	70000				CATION				
Rock Island, Illinois	RC062		N	☐ MC158 UPWARD REALLOCATION			OCATION		

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TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:  □ Supervisor □ Lead Worker  NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of		WORKING TITLE (IF ANY)					
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percentage(s) allotted. If a box was checked above, list position title, position number, and number of	☐ Supervis	sor   Lead Worker					
	percentage	e(s) allotted. If a box was checked above, list position title, position number, and number of					

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

## Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/2/24		Raymond Harchiori by JOhn:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE WO		ORKING TITLE (IF ANY)	BILINGL			TION TITLE	2. PO	SITIC	N NC	NUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	ogram Representative	29			SS	13650	0-44	-55-	106-10-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	OIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Convice Delivery/ Fiels	J							
IL Department of Employme Security	ent	Service Delivery/ Field Operations		0	098	2	F			
10. SECTION		11   I		12. TRANSACTION 13. EFFECTIVE CODE DATE			-			
EXISTING POSITION					☐ MA021 ESTABLISH	ł			08/01/2023	
						☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE					
Northwest Region / Sterling Local Office		Service Unit I				⊠ MC026 (	CLARIF'	Y		
14. WORK LOCATION		15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 A	ABOLISH	4		
						☐ MC149 [	OOWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION				N		☐ MC150 LATERAL REALLOCATION				
Sterling, Illinois		RC062				☐ MC158 UPWARD REALLOCATION				

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>
	other than the primary assigned office
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchang System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determination for routine, initial or continued claims
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time chargin
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action ar rievances for the incumbent of this position.)
, 59	WORKING TITLE (IF ANY)
Employme	ent Security Field Office Supervisor 13600-44-55-106-10-01 Front Line Program Supervisor
18. CHECK	( THE APPROPRIATE BOX IF THIS POSITION IS A:
☐ Supervi	isor   Lead Worker
percentag	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time(s) allotted. If a box was checked above, list position title, position number, and number of te incumbents or authorized funded headcount.

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

## **Minimum Qualifications**

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/5/24		Raymond Harchiori by Jahn:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA		TION TITLE	2. POSITION NUMBER				
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	29		SS	1365	0-44	-55-	108-20-31	
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	Convice Delivery Fiel	ط م							
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		072	2	F			
10. SECTION	11. UNIT	11   INII		12. TRANSACTION 13. EFFECTIVE DATE			-		
EXISTING POSITION				☐ MA021 ESTABLISH 08/01/202		08/01/2023			
					☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE				ER CHANGE	
Northwest Region / Peoria Local Office	Service Unit II			⊠ MC026 (	CLARIF	Y			
14. WORK LOCATION	15. BARGAINING/TERN CODE	15. BARGAINING/TERM RUTA		☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 A	ABOLISH	4			
				☐ MC149 E	OWNW	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION		RC062		☐ MC150 LATERAL REALLOCATION					
Peoria, Illinois	RC062			☐ MC158 UPWARD REALLOCATION					

0/ 0-	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

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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 Employment Security (IDES) automated data files Extracts and utilizes data As directed, performs these duties for assigned worksites within the service delivery are other than the primary assigned office  Compared to demonstrate work activity and detail time charges of the duties enumerated above  7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above  17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action adjusting grievances for the incumbent of this position.)  WORKING TITLE (IF ANY) Employment Security Field Office Supervisor 13600-44-55-108-20-01 Front Line Programs Supervisor		<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>							
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Employment Security (IDES) automated data files  Extracts and utilizes data  As directed, performs these duties for assigned worksites within the service delivery are other than the primary assigned office  O5%  Establishes and maintains activity reports to demonstrate work activity and detail time charge  7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above  17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action adjusting grievances for the incumbent of this position.)  WORKING TITLE (IF ANY)  Employment Security Field Office Supervisor 13600-44-55-108-20-01  Front Line Programs Supervisor									
<ul> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery are other than the primary assigned office</li> <li>6. Establishes and maintains activity reports to demonstrate work activity and detail time charges</li> <li>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</li> <li>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 adjusting grievances for the incumbent of this position.)</li> <li>WORKING TITLE (IF ANY)</li> <li>Employment Security Field Office Supervisor 13600-44-55-108-20-01</li> </ul>									
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O5% 6. Establishes and maintains activity reports to demonstrate work activity and detail time charged of the duties enumerated above  7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above  17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action adjusting grievances for the incumbent of this position.)  WORKING TITLE (IF ANY)  Employment Security Field Office Supervisor 13600-44-55-108-20-01  Front Line Programs Supervisor		<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ul>							
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Employment Security Field Office Supervisor 13600-44-55-108-20-01 Front Line Programs Supervisor	preparing, c	conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and							
		WORKING TITLE (IF ANY)							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:	Employme	nt Security Field Office Supervisor 13600-44-55-108-20-01 Front Line Programs Supervisor							
	18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervisor ☐ Lead Worker	☐ Supervis	sor   Lead Worker							
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a ti percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.	percentage	e(s) allotted. If a box was checked above, list position title, position number, and number of							

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

## Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/5/24		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA		TION TITLE	2. PO	SITIC	N NC	IUMBER
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	29		SS		13650-44-55-108-50-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΝT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Camilaa Daliiyamy/Fial	۵.						
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		072	2	F		
10. SECTION	11. UNIT	11. UNIT		12. TRANSACTION 13. EFFECTIVE DATE			-	
EXISTING POSITION				☐ MA021 ESTABLISH	ł			08/01/2023
					☐ MA022 EXEMPT CODE CHANGE			
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE				
Northwest Region / Peoria Local Office	Service Unit V	Service Unit V		⊠ MC026 (	CLARIF	Y		
14. WORK LOCATION	15. BARGAINING/TERN CODE	15. BARGAINING/TERM RUT.		☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	BOLISH	4		
				☐ MC149 E	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION			CATION	
Peoria, Illinois	RC062		N	☐ MC158 UPWARD REALLOCATION			OCATION	

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
TIWL	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determination for routine, initial or continued claims							
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>							
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging							
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above							
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and rievances for the incumbent of this position.)							
, ,	WORKING TITLE (IF ANY)							
Employme	ent Security Field Office Supervisor 13600-44-55-108-50-31 Front Line Programs Supervisor							
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervi	sor □ Lead Worker							
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of the incumbents or authorized funded headcount.							

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

# **Minimum Qualifications**

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/5/24		Raymond Harchiori by John	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF BILINGUAL CODE		POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative	29	)	SS		13650-44-55-116-01-31			116-01-31
3. AGENCY	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of Employment Security	Service Delivery/ Field Operations		0	092	2	R	2		
10. SECTION	11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION					☐ MA021 ESTABLISH 12/01/2023 ☐ MA022 EXEMPT CODE CHANGE				
Northwest Region/ Champaign Local Office				☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY			ER CHANGE		
14. WORK LOCATION	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		RUTAN EXEMF	-	☐ MC027 A CHANGE ☐ MC028 N				
EXISTING POSITION				☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION		LLOCATION			
NEW/REVISED POSITION  Danville, Illinois	RC062		Ν	J	☐ MC150 LATERAL REALLOCATION		OCATION		
% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									

40%	Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Assists clients with various programs and services offered by IDES and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> </ul>
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs
	<ul> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate</li> </ul>
	<ul> <li>reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	<ul> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>								
10%	Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims								
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts appeal when appropriate</li> </ul>								
		erforms these duties for assigned v primary assigned office	vorksites within the service delivery area						
10%	5. Advises clients on referral	work attitudes, habits, relationship	os and attire as related to a specific job						
	office or partne • Assists clients	er staff Conducts employment work with registration and claims	issues and/or service needs to relevant kshops to enhance client employability						
		t Services (IDES) automated data	enance for all relevant Illinois Department files						
	As directed, per		worksites within the service delivery area						
05%	6. Establishes and m	naintains activity reports to demons	strate work activity and detail time charging						
05%	7. Performs other du duties enumerated	•	are reasonably within the scope of the						
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)						
Public Serv	vice Administrator, Opt. 1	37015-44-55-116-00-01	Unemployment and Employment Local Operations Manager						
18. CHECK	18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
☐ Supervis	or								
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									

## Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

# 22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/27/23		Raymond Harchion by your	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL		TION TITLE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	29		SS	13650-44-55-116-10-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE			8. AUDIT		9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Coming Dalivamil Fiel	ط م						
IL Department of Employme Security	Service Delivery/ Fiel Operations	a	0	010	2	F		
10. SECTION	11. UNIT	1. UNIT 12. TRANSACTION CODE 13. EFFECT DATE			EFFECTIVE TE			
EXISTING POSITION	☐ MA021 ESTABLISH			08/01/2023				
				☐ MA022 E	XEMPT	COE	DE C	HANGE
NEW/REVISED POSITION				☐ MC024 F	POSITIO	N NU	JMBE	ER CHANGE
Northwest Region / Champaign Local Office	Service Unit I			⊠ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERN CODE		UTAN XEMPT					
EXISTING POSITION			☐ MD021 ABOLISH					
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				☐ MC150 L	.ATERA	L RE/	ALLC	CATION
Champaign, Illinois	RC062		N	N ☐ MC158 UPWARD REALLOCATION		OCATION		

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ol>
	other than the primary assigned office
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF PO	OSITION ESSENTIAL FUNCTIONS					
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>						
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office						
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims						
	<ul> <li>Investigates, researches, and explains case dispositi</li> <li>Provides written determinations</li> </ul>	on					
	Conducts reconsidered determinations and accepts a	appeals					
	<ul> <li>As directed, performs these duties for assigned work other than the primary assigned office</li> </ul>	• •					
10%	<ol> <li>Advises clients on work attitudes, habits, relationships at referral</li> </ol>	nd attire as related to a specific job					
	<ul> <li>Refers clients with more complex or specialized issured office or partner staff</li> <li>Conducts employment workshops to enhance client</li> </ul>						
	<ul> <li>Assists clients with registration and claims</li> </ul>						
	<ul> <li>Processes data from file construction and maintenant</li> </ul>	ce for all relevant Illinois Department of					
	Employment Security (IDES) automated data files						
	<ul><li>Extracts and utilizes data</li><li>As directed, performs these duties for assigned work</li></ul>	sites within the service delivery area					
	other than the primary assigned office	sites within the service delivery area					
05%	6. Establishes and maintains activity reports to demonstrate	e work activity and detail time charging					
05%	7. Performs other duties as required or assigned which are duties enumerated above	reasonably within the scope of the					
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible onducting and signing performance evaluations; effectively recomme tevances for the incumbent of this position.)						
adjusting gri	evalues for the mountaint of this position.	WORKING TITLE (IF ANY)					
Employme	nt Security Field Office Supervisor 13600-44-55-116-10-01	Front Line Programs Supervisor					
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis	sor   Lead Worker						
	pervisory or lead worker responsibilities <u>must</u> be described in a						
	e(s) allotted. If a box was checked above, list position title, posi e incumbents or authorized funded headcount.	tion number, and number of					
SUDUIUIIIAL	e mounipents of authorized funded fleadCoufft.						

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

# **Minimum Qualifications**

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

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Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/5/24		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WC	ORKING TITLE (IF ANY)	BILINGU CODE			TION TITLE	2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	Program Representative				SS		13650-44-57-102-20-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	XMT 6. WORK		8. AUDIT		9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Sancias Dalivand Field	J								
IL Department of Employme Security	ent	Service Delivery/ Field Operations	,		0	041	2	F			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE			-		
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023			08/01/2023		
						☐ MA022 E	XEMPT	COE	DE CI	HANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE	
Southern Region / Mount Vernon Local Office		Service Unit II				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM CODE			ΓΑΝ EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION		D0000			N.1	☐ MC150 LATERAL REALLOCATION				CATION	
Mount Vernon, Illinois		RC062			N	☐ MC158 U	JPWARI	D RE	ALLC	CATION	

16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
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	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>						
	Conducts reconsidered determinations and accepts appeals						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>						
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>						
	Conducts employment workshops to enhance client employability						
	<ul> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintenance for all relevant Illinois Department of</li> </ul>						
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>						
	Extracts and utilizes data						
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05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</li> </ol>						
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
	nt Security Field Office Supervisor 13600-44-57-102-20-01 Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis	sor   Lead Worker						
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.						

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

# **Minimum Qualifications**

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

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

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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.

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/8/24		Raymond Harchiori by Jahn:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL	_	TION TITLE ION CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	29		SS	13650-44-57-117-10-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE			8. AUDIT		9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Convice Delivery Field							
IL Department of Employme Security	Service Delivery/ Field Operations	l	0	084	2	F		
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE CODE DATE			_	
EXISTING POSITION		☐ MA021 ESTABLISH 08/				08/01/2023		
				☐ MA022 EXEMPT CODE CHANGE			HANGE	
NEW/REVISED POSITION				☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Southern Region / Springfie Local Office	ld Service Unit I			☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE	1 1 2 1 1 1 1						
EXISTING POSITION				☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION	D0000			☐ MC150 L	ATERA	L RE	ALLC	CATION
Springfield, Illinois	RC062	RC062 N			☐ MC158 UPWARD REALLOCATION			

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area</li> </ol>
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10%	Adjudicates monetary and nonmonetary benefit claim is for routine, initial or continued claims	ssues, providing eligibility determination				
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05%	6. Establishes and maintains activity reports to demonstra	ate work activity and detail time charging				
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Employme	ent Security Field Office Supervisor 13600-44-57-117-10-01	Front Line Programs Supervisor				
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/9/24		Raymond Harchiori by Jahn	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE WORKING TITLE (IF ANY)		BILINGU CODE			TION TITLE 2. POSITION NUMBER		IUMBER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	gram Representative	29		SS		13650-44-60-101-10-31			101-10-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	OIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Santias Delivery Field								
IL Department of Employme Security	ent	Service Delivery/ Field Operations		0	022	2	F	3		
10. SECTION		11. UNIT				12. TRANS	ACTION		13. DA	EFFECTIVE TE
EXISTING POSITION					☐ MA021 ESTABLISH 08/01/202		08/01/2023			
						☐ MA022 E	XEMPT	COE	DE C	HANGE
NEW/REVISED POSITION		☐ MC024 POSITION NUMBER			ER CHANGE					
Call Center Operations / Lombard Call Ctr – Section A		Service Unit A-1			☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE		ΓΑΝ EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE					
EXISTING POSITION				□ MD021 ABOLISH						
						☐ MC149 E	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION		D0000			N.I	☐ MC150 L	ATERA	L RE	ALLC	CATION
Lombard, Illinois	Lombard, Illinois RC062				N	MC158 UPWARD I		D RE	REALLOCATION	

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
222/	
20%	<ol> <li>Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> </ol>
	<ul> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ol> <li>Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</li> </ol>						
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>						
	Conducts reconsidered determinations and accepts appeals						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>						
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>						
	Conducts employment workshops to enhance client employability						
	Assists clients with registration and claims  Processed data from file construction and registers are for all relevant Illinois Department of						
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>						
	Extracts and utilizes data						
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and levances for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
	nt Security Field Office Supervisor 13600-44-60-101-10-01 Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis	sor   Lead Worker						
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.						

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

## Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/9/24		Raymond Harchiori by Jahn:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE WORKING TITLE (IF ANY)		BILINGUA		TION TITLE 2. POSITION NUM		IUMBER		
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	22		РО		13650-44-60-101-10-41		
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 Deliver / Fiel	ها						
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		022	2	F	?	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTING DATE				
EXISTING POSITION				☐ MA021 ESTABLISH 08/01/202		08/01/2023		
					☐ MA022 EXEMPT CODE CHANGE			
NEW/REVISED POSITION		☐ MC024 POSITION NUMBER CH			ER CHANGE			
Call Center Operations / Lombard Call Ctr – Section	A Service Unit A-1	Service Unit A-1		⊠ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERN CODE	15. BARGAINING/TERM RUTA EXEM		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	Н		
				☐ MC149 [	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION			CATION	
Lombard, Illinois	RC062		N		OCATION			

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Assists with the planning, recruitment, and execution</li> <li>Coaches both applicants and employers in the use System</li> <li>As directed, performs these duties for assigned wo other than the primary assigned office</li> </ul>	of self-service of the IL Labor Exchange
10%	<ul> <li>4. Adjudicates monetary and nonmonetary benefit claim if for routine, initial or continued claims</li> <li>Investigates, researches, and explains case dispose</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accept</li> <li>As directed, performs these duties for assigned wo other than the primary assigned office</li> </ul>	sition s appeals rksites within the service delivery area
10%	<ul> <li>Advises clients on work attitudes, habits, relationships referral</li> <li>Refers clients with more complex or specialized issoffice or partner staff</li> <li>Conducts employment workshops to enhance clienth Assists clients with registration and claims</li> <li>Processes data from file construction and maintenate Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned woother than the primary assigned office</li> </ul>	sues and/or service needs to relevant at employability ance for all relevant Illinois Department of
05%	6. Establishes and maintains activity reports to demonstra	ate work activity and detail time charging
05%	<ol> <li>Performs other duties as required or assigned which a duties enumerated above</li> </ol>	re reasonably within the scope of the
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible onducting and signing performance evaluations; effectively recommendates for the incumbent of this position.)	
		WORKING TITLE (IF ANY)
Employme	nt Security Field Office Supervisor 13600-44-60-101-10-01	Front Line Programs Supervisor
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervis	or	

#### 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 of college with academic background in social/behavioral sciences or business; **OR** 

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
		Raymond Harchiori by John:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKI	BILINGU. CODE			TION TITLE ON CODE	2. POSITION NUMBER					
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Prograi	m Representative	29			SS	13650-44-60-101-20-31				
3. AGENCY	4. B	BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	OIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION	80	ruigo Dolivoru/ Field	1								
IL Department of Employme Security		ervice Delivery/ Field erations	1		0	022	2	F	3		
10. SECTION	11.	11. UNIT 12. TRANSACTION 13. EF CODE DATE			EFFECTIVE TE						
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023			08/01/2023		
						☐ MA022 E	XEMPT	COL	DE CI	HANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIO	N NL	JMBE	ER CHANGE	
Call Center Operations / Lombard Call Ctr – Section	A Ser	vice Unit A-2				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICAL DESCRIPTION ☐ MC028 WORK COUNTY CHAN									
EXISTING POSITION	☐ MD021 ABOLISH										
		☐ MC149 DOWNWARD REALLO			LLOCATION						
NEW/REVISED POSITION	D0	RC062				☐ MC150 L	.ATERA	L RE	ALLC	CATION	
Lombard, Illinois	RC	UbZ			N	☐ MC158 U	JPWARI	D RE	ALLC	LLOCATION	

% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ol> <li>Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> </ol>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Coaches both applicants and employers in the use System</li> <li>As directed, performs these duties for assigned we other than the primary assigned office</li> </ul>	-
10%	Adjudicates monetary and nonmonetary benefit claim for routine, initial or continued claims	issues, providing eligibility determinations
	<ul> <li>Investigates, researches, and explains case dispose</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepted</li> <li>As directed, performs these duties for assigned we other than the primary assigned office</li> </ul>	s appeals
10%	5. Advises clients on work attitudes, habits, relationships referral	and attire as related to a specific job
	<ul> <li>Refers clients with more complex or specialized is office or partner staff</li> <li>Conducts employment workshops to enhance clied</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and mainten Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned wo other than the primary assigned office</li> </ul>	nt employability ance for all relevant Illinois Department o
05%	6. Establishes and maintains activity reports to demonstr	ate work activity and detail time charging
05%	7. Performs other duties as required or assigned which a duties enumerated above	re reasonably within the scope of the
oreparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsibe onducting and signing performance evaluations; effectively recombeventees for the incumbent of this position.)	
	,	WORKING TITLE (IF ANY)
Employme	nt Security Field Office Supervisor 13600-44-60-101-20-01	Front Line Programs Supervisor
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervis	sor   Lead Worker	
percentage	pervisory or lead worker responsibilities <u>must</u> be described in e(s) allotted. If a box was checked above, list position title, position titl	

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

#### Minimum Qualifications

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

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

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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.

- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/9/24		Raymond Harchiori by John:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	WORKING TITLE (IF A	NY)	BILINGUAL CODE	_	TION TITLE	2. POSITION NUMBER			
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representat		29		SS	13650-44-60-101-30-31			
3. AGENCY	4. BUREAU/DIVISIO	ИС		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	DIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION	Comice Deliver	اماما							
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		0	022	2	F	3	
10. SECTION	11. UNIT				12. TRANS/	ACTION		13. DA	EFFECTIVE TE
EXISTING POSITION					☐ MA021 ESTABLISH 08/01/2023			08/01/2023	
					☐ MA022 E	XEMPT	COE	DE C	HANGE
NEW/REVISED POSITION					☐ MC024 F	POSITIO	N NL	JMBE	ER CHANGE
Call Center Operations / Lombard Call Ctr – Section	A Service Unit A-3				☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTIC								
EXISTING POSITION	☐ MD021 ABOLISH								
		☐ MC149 DOWNWARD REALLOCA			ALLOCATION				
NEW/REVISED POSITION	D0000				CATION				
Lombard, Illinois	RC062			N	☐ MC158 U	JPWARI	) RE	ALLC	OCATION

0/ 05	
% 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)
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>							
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims							
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>							
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	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>							
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>							
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>Conducts employment workshops to enhance client employability</li> </ul>							
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	Processes data from file construction and maintenance for all relevant Illinois Department of							
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	Extracts and utilizes data     As directed, performs these duties for assigned worksites within the service delivery gree							
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05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging							
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	WORKING TITLE (IF ANY)							
	Employment Security Field Office Supervisor 13600-44-60-101-30-01 Front Line Programs Supervisor							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
☐ Supervis								
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time of e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.							

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

#### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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Agency: IDES

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Classification Approved By: Siobhan M. Johnson

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EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	29		SS		13650-44-60-101-40-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE		7. A/I AUTH	8. AUE	OIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION	Convine Delivery/ Fie	ld							
IL Department of Employme Security	Service Delivery/ Fie Operations	ıa	0	022	2	F	?		
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION				☐ MA021 ESTABLISH	ł			08/01/2023	
				☐ MA022 E	XEMPT	COE	DE C	HANGE	
NEW/REVISED POSITION				☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE	
Call Center Operations / Lombard Call Ctr – Section	A Service Unit A-4			⊠ MC026 (	CLARIF	Y			
14. WORK LOCATION	15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICA EXEMPT ☐ MC028 WORK COUNTY CHANGE								
EXISTING POSITION	☐ MD021 ABOLISH								
	☐ MC149 DOWNWARD REALLOCATI			LLOCATION					
NEW/REVISED POSITION	D0000			☐ MC150 L	ATERA	L RE	ALLC	CATION	
Lombard, Illinois	RC062		N	☐ MC158 U	JPWARI	D RE	ALLC	OCATION	

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EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Program Repre	sentative	29		SS		13650-44-60-102-10-31			
3. AGENCY	4. BUREAU/I	DIVISION			XMT ODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΙΤ	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION	Comiles De	listant/Field								
IL Department of Employme Security	nt Service De Operations	livery/ Field	a 		0	022	2	F	₹	
10. SECTION	11. UNIT					12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH	I			08/01/2023
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Call Center Operations / Lombard Call Ctr – Section	3 Service Unit	t B-1				☑ MC026 CLARIFY				
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EXISTING POSITION	☐ MD021 ABOLISH									
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NEW/REVISED POSITION	2000					☐ MC150 L	ATERA	L RE/	ALLC	CATION
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/9/24		Raymond Harchiori by John:	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23 HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	ogram Representative	29			SS		13650-44-60-121-10-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Comica Dalivom/Field									
IL Department of Employme Security	ent	Service Delivery/ Field Operations	1		0	081	2	F			
10. SECTION		11. UNIT				12. TRANS	ACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH	1		08/01/2023		
						☐ MA022 E	EXEMPT	COE	DE C	HANGE	
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NU	JMBE	ER CHANGE	
Call Center Operations / Ro Island Call Center	ck	Service Unit I				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICAL CH CODE ☐ MC028 WORK COUNTY CHANGE									
EXISTING POSITION						☐ MD021 ABOLISH					
		☐ MC149 DOWNWARD REALLOC			ALLOCATION						
NEW/REVISED POSITION		D0000				☐ MC150 L	ATERA	L RE	ALLC	CATION	
Rock Island, Illinois		RC062			N	☐ MC158 U	JPWARI	D RE	ALLC	DCATION	

0/ 0=	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ol> <li>Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</li> </ol>
	<ul> <li>Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>Provides orientation and clarifies eligibility factors</li> <li>Provides information on available job training and/or educational programs</li> <li>Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>Assists in the formation of work search action plan and reviews for compliance</li> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> <li>Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<ul> <li>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)</li> <li>Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<ul> <li>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</li> <li>Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>Assesses, researches and selects client skills</li> <li>Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>Verifies and records placements</li> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>									
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>									
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims									
	<ul> <li>Investigates, researches, and explains case disposition</li> <li>Provides written determinations</li> </ul>									
	Conducts reconsidered determinations and accepts appeals									
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>									
10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>									
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> </ul>									
	<ul> <li>Conducts employment workshops to enhance client employability</li> </ul>									
	Assists clients with registration and claims									
	<ul> <li>Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> </ul>									
	Extracts and utilizes data									
	<ul> <li>As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>									
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging									
0070	o. 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									
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)									
	WORKING TITLE (IF ANY)									
	Employment Security Field Office Supervisor 13600-44-60-121-10-01 Front Line Programs Supervisor									
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:									
☐ Supervis	sor   Lead Worker									
percentage	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time e(s) allotted. If a box was checked above, list position title, position number, and number of e incumbents or authorized funded headcount.									

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

#### Minimum Qualifications

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

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

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

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

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

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 1/9/24		Raymond Harchiori by JOhn:	08/01/2023

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

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

1. POSITION TITLE WO		WORKING TITLE (IF ANY)		JAL	POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pr	ogram Representative	29		SS			13650-44-60-130-20-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	EXMT 6. WORK		7. A/I AUTH	8. AUD	ΙΤ	9. OFFICE USE
EXISTING POSITION											
NEW/REVISED POSITION		0 i D - Ii / Fi - I -									
IL Department of Employme	ent	Service Delivery/ Field Operations		0		084	2	F	}		
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION					☐ MA021 STABLISH 08/01		08/01/2023				
						☐ MA022 EXEMPT CODE CHANGE				HANGE	
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE					
Call Center Operations / Springfield Call Center		Service Unit II				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE		TAN							
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION		DC063		N		☐ MC150 LATERAL REALLOCATION					
Springfield, Illinois		RC062		IN		☐ MC158 UPWARD REALLOCATION					

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	other than the primary assigned office
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18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:									
□ Supervisor □ Lead Worker										
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Rover Devengtor by Mark Downson 1/16/2024		Raymond Harchiori by John	08/01/2023

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

Agency: IDES

**Date Approved**: 6/28/23 **HRT Approval**: Penny Christian

Classification Approved By: Siobhan M. Johnson

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

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

# **S**

### ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

## POSITION DESCRIPTION

		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	2.1001				
New/Revised Position					<u> </u>			13667 44-03	-44-0	3-10 <del>0</del> -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	IION		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%	Insurance Act and in requirements; conduct correctness and time liaison in responding the Board. Provides  1. Performs high employers filled in the circular path based of appropriate of for purposes establishes of attorneys using related.	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.									
2. Provides advice and technical assistance to staff, employers, claimants, and their authorized representatives concerning aspects of the UI Act to promote full understanding of their rights and of the controversial issues to be resolved; accesses pertinent information systems to respond to internal and external inquiries; investigates, researches and explains case disposition; resolves issues and processes requires for transcripts, requests for oral hearings and submission of written arguments.  DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY TEAD SIGNATURE DATE											
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. Provides interpretive services to Spanish speaking claimants, including the review of appeal requestions the Spanish language, provides assistance and answers telephone and in-person inquiries regarding the Board of Review and the Administrative Review appeal procedures and guidelines. Translates Board of Review appeals in written form from Spanish to English for the Board of Review members and attorneys.										
10%	4.	information as need assessments, trans	g cases to determine sufficiency of material; requests additional or corrected eded (i.e., the highly complicated areas of protested determinations and isfers and cancellations of wage charges); reviews, verifies and organizes data; advises legal staff as to contents and application of pertinent policies and								
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:			<del></del>					
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											
<del> </del>											
<del></del>	<del></del>		<del> </del>								
			<u>-</u>				-				
		<del></del>		<del></del>	<del></del>						
-											
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	W	ORKING TITLE (IF ANY)	BILING COD			ION TITLE ON CODE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Service Rep		Unemployment Insurance (UI) Appeals Analyst				SS	13667-44-08-400-10-32 1 <del>3667-44-08-410-10-32</del>			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION										11/16/22 PNC
IL Dept of Employment Security		Legal Services/ Appeals	3		0	016	2	R		
10. SECTION		11. UNIT				12. TRANS.	ACTION		13. DA	EFFECTIVE TE
EXISTING POSITION					☐ MA021 ESTABLISH 08/16/2022 ☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Administration/Case Management						⊠ MC026 (				
14. WORK LOCATION				RUTAN EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 ABOLISH		// // (I NOL				
						☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION	NEW/REVISED POSITION					☐ MC150 LATERAL REALLOCATION				
Chicago, Illinois		RC062		<u> </u>		MC158 UPWARD REALLOCA				

Position # Page 1 of 4

% OF	16 COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME 35%	<ol> <li>COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS</li> <li>Under general direction, serves as an Unemployment Insurance (UI) Appeals Analyst for the Illinois Department of Employment Security (IDES)</li> <li>Performs highly complex analytical and adjudication related duties involved in reviewing and/or processing Unemployment Insurance (UI) appeals cases received by the IDES Appeals Division under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements</li> <li>Reviews case files for complete and accurate documentation prior to appeals hearings</li> <li>Analyzes documentation, including but not limited to a review of hearing requests and all associated correspondence from claimants, employers and other interested parties filed and/or sent to Hearings Referees, the Appeals Division or at a Local Office</li> <li>Uploads documentation into computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Reviews all pertinent documentation for completeness and accuracy, including but not limited to, appellant and appellee letters and documents, Local Office determinations, employer protests, adjudication histories and IBIS guided interview summaries in accordance with Agency policies, procedures and guidelines</li> <li>Requests additional or corrected information from relevant sources and processes all documents and documentation within agency specified timeframe</li> <li>Identifies issues, monitors to ensure all issues are stated on notices and other sources</li> <li>Analyzes findings, including any discrepancies and takes relevant action based an agency</li> </ol>
35%	<ul> <li>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</li> <li>Explains the appeals process and aspects of the Unemployment Insurance (UI) Act to promote understanding of rights and issues to be resolved</li> <li>Collaborates with Appeals staff to create appeals files for in-office viewing by parties</li> <li>Researches case processing issues</li> <li>Accesses pertinent information systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to input and/or retrieve UI adjudication and other case related information</li> <li>Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division</li> <li>Determines relevant course of action and resolves issues</li> <li>Refers complex issues to supervisor</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	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					
	<ul> <li>Researches both electronic and paper case files for appeals received in the Appeals Division utilizing systems including but not limited to Illinois Benefit Information System (IBIS) and GenTax</li> <li>Investigates timeliness of protests</li> <li>Gathers and analyzes information on wages, benefits and other adjudication related matters to determine timeliness and relevance to the case</li> <li>Explains findings to Appeals Division Hearings Referees and Management</li> <li>Performs special projects as directed</li> <li>Compiles data and prepares reports</li> </ul>							
05%	<ul> <li>Attends mee</li> </ul>	of new developments related to Unempletings, training, seminars and conferer erform these duties	` , , ,					
05%	5. Performs other of duties enumerated		are reasonably within the scope of the					
preparing, co			mending and imposing disciplinary action and					
			WORKING TITLE (IF ANY)					
	<u> </u>	1. 1 37015-44-08-400-00-01						
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:						
☐ Superviso	or							
percentage	(s) allotted. If a box w	er responsibilities <u>must</u> be described in as checked above, list position title, perized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of					
Р	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A								
SUCCESSF OPTIONS O	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 C 1. Re col ad	<ul> <li>Minimum Qualifications</li> <li>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</li> </ul>							
	Requires five (5) years professional experience in personnel administration, or business ownership management or operation.							

Position # Page 3 of 4

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

1. POSITION TITLE WC		WORKING TITLE (IF ANY)		AL	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION			CODE		0111	011 0052				
NEW/REVISED POSITION										
Employment Security Service Representative	Se	ervice Representative	29			SS	1366	7-44	-51-	101-10-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employme Security	IL Department of Employment		Service Delivery/ Field Operations		0	016	2	F	₹	
10. SECTION		11. UNIT			1				13. EFFECTIVE DATE	
EXISTING POSITION					ESTABLISH		09/01/2023			
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE				
Chicago Bogion/Lourence						☐ MC024 POSITION NUMBER CHANGE				
Chicago Region/ Lawrence Local Office		Service Unit I				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				N		☐ MC150 LATERAL REALLOCATION				
2444 West Lawrence Chicago, Illinois		RC062				☐ MC158 UPWARD REALLOCATION				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<ol> <li>Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</li> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ol>
25%	<ul> <li>Establishes, maintains and/or prepares activity records and reports</li> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<ul> <li>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS				
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>						
05%	6. Performs other of duties enumerated		re reasonably within the scope of the				
preparing, c			mending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Employme	nt Security Field Office	Supervisor 13600-44-51-101-10-01	Front Line Programs Supervisor				
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:					
☐ Supervis	or						
percentage	e(s) allotted. If a box wa	er responsibilities <u>must</u> be described in as checked above, list position title, per 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	UL PERFORMANCE OF F SKILLS AND ABILITIE	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTI ES AND LICENSURE OR CERTIFICATION" CAN NO LONGER BE USED.	E: SINCE THERE ARE NOW SEVERAL				
	<u>(ualifications</u>						
1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; <b>OR</b>							
•	Requires five (5) years professional experience in personnel administration or business ownership management or operation.						
	es ability to speak and n conjunction with Spa		quial skill level in carrying out position				
Preferred C	Qualifications (In Order	of Significance)					

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

### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raven DeVaughn by Debra Short 10/29/2		Raymond Harchiori by Jahn:	09/01/2023

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

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By: Chris Nickols** 

1. POSITION TITLE WC		WORKING TITLE (IF ANY)		AL	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION			CODE		01 11	011 0052				
NEW/REVISED POSITION										
Employment Security Service Representative	Se	ervice Representative	22			PO	1366	7-44	-51-	101-20-41
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employment Security		Service Delivery/ Field Operations		0	016	2	F	₹		
10. SECTION		11. UNIT			12. TRANSACTION CODE			13. EFFECTIVE DATE		
EXISTING POSITION					ESTABLISH		09/01/2023			
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE				
Chicago Bogion/Lowronce						☐ MC024 POSITION NUMBER CHANGE				
Chicago Region/ Lawrence Local Office		Service Unit II				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUTA CODE EXEM			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				N		☐ MC150 LATERAL REALLOCATION				
2444 West Lawrence Chicago, Illinois		RC062				☐ MC158 UPWARD REALLOCATION				

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> </ul>
	<ul> <li>Investigates, researches and explains case dispositions to clients</li> </ul>
	<ul> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by</li> </ul>
	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
25%	2. Establishes, maintains and/or prepares activity records and reports
	<ul> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> </ul>
	<ul> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	Conducts reconsidered determinations and accepts appeals
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> </ul>
	<ul> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS				
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>						
05%	6. Performs other of duties enumerated		re reasonably within the scope of the				
preparing, co			mending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Employmer	nt Security Field Office	Supervisor 13600-44-51-101-20-01	Front Line Programs Supervisor				
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:					
☐ Supervis	or   Lead Worker						
percentage	(s) allotted. If a box wa	er responsibilities <u>must</u> 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				
P	osition Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A							
SUCCESSF OPTIONS O	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.						
<ul> <li>Minimum Qualifications</li> <li>Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; OR</li> </ul>							
•	Requires five (5) years professional experience in personnel administration or business ownership management or operation.						
2. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.							
Preferred C	Qualifications (In Order	of Significance)					

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raven DeVaughn by Debra Short 10/29/23		Raymond Harchiori by yolm	09/01/2023

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

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITION TITLE WC		ORKING TITLE (IF ANY)	BILINGU			POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Service Representative	Se	rvice Representative	29			SS	1366	7-44	-51-	102-20-31	
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION  IL Department of Employme Security	ent	Service Delivery/ Field Operations		0	016	2	F	₹			
10. SECTION		11. UNIT		12. TRANSACTION 13. EFFECTIVE DATE							
EXISTING POSITION					☐ MA021 09/01		09/01/2023				
						☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE					
Chicago Region/ 71 <sup>st</sup> Street Local Office		Service Unit II				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE		TAN EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE						
EXISTING POSITION					☐ MD021 ABOLISH						
						☐ MC149 DOWNWARD REALLOCATION				N I OCATION	
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION					
1515 East 71 <sup>st</sup> Street Chicago, Illinois		RC062 N			N	☐ MC158 UPWARD REALLOCATION					

10. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)  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 Fed and State statutory provisions, rules, regulations and requirements Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims 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 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  25%  Establishes, maintains and/or prepares activity records and reports  Reviews individual caseload activity on the pending adjudication report in order to maint timeliness in the completion of pending adjudication cases Loads and extracts data related to job placements, claims and/or adjudication issues usi automated systems including but not limited to the IL Labor Exchange system, the Illinoi Benefit Information System (IBIS) and GenTax Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries supervisor or manager  Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager  Hears, considers and adjudicates requests for reconsideration for monetary and nonmonetary issues pertaining to the Illinois Unemployment Insurance Act Explains client rights and responsibilities as they pertain to benefit programs  Assesses job seeker client skills and refers clients to employers for job intervie	% OF	
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 Fec and State statutory provisions, rules, regulations and requirements   Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims   Makes multi-claimant decisions		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
unemployment insurance benefit entitlement resolutions under provision of Unemploymen Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Fec and State statutory provisions, rules, regulations and requirements  Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims  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 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  Establishes, maintains and/or prepares activity records and reports  Reviews individual caseload activity on the pending adjudication report in order to maint timeliness in the completion of pending adjudication cases Loads and extracts data related to job placements, claims and/or adjudication issues usi automated systems including but not limited to the IL Labor Exchange system, the Illinoi Benefit Information System (IBIS) and GenTax Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries supervisor or manager  Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager  Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager  Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager  Assesses job seeker client skills and refers clients to employment Insurance Act Explains client rights and responsibilities as they pertain to benefit programs  Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services	40%	
<ul> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> <li>25%</li> <li>Establishes, maintains and/or prepares activity records and reports</li> <li>Reviews individual caseload activity on the pending adjudication report in order to maint timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues usi automated systems including but not limited to the IL Labor Exchange system, the Illinoi Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> <li>Conducts reconsidered determinations and accepts appeals</li> <li>Hears, considers and adjudicates requests for reconsideration for monetary and nonmonetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> <li>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automatiles</li> <li>Provides clients with information regarding selected jobs and job interviewing procedure</li> </ul>		<ul> <li>unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> </ul>
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10%  3. Conducts reconsidered determinations and accepts appeals  • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act  • Explains client rights and responsibilities as they pertain to benefit programs  10%  4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services  • Interviews job seekers, taking or updating work history  • Selects suitable job openings as listed in job order records or available through automatifiles  • Provides clients with information regarding selected jobs and job interviewing procedure		<ul> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> </ul>
<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> <li>Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automatifiles</li> <li>Provides clients with information regarding selected jobs and job interviewing procedure</li> </ul>		
<ul> <li>monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> <li>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automatifiles</li> <li>Provides clients with information regarding selected jobs and job interviewing procedure</li> </ul>	10%	3. Conducts reconsidered determinations and accepts appeals
<ul> <li>partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automatifiles</li> <li>Provides clients with information regarding selected jobs and job interviewing procedure</li> </ul>		monetary issues pertaining to the Illinois Unemployment Insurance Act
<ul> <li>Selects suitable job openings as listed in job order records or available through automat files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedure</li> </ul>	10%	
Verifies and records placements		<ul> <li>Selects suitable job openings as listed in job order records or available through automated</li> </ul>
10% 5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs	10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs  0.5%  6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.  17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)  WORKING TITLE (IF ANY)  Employment Security Field Office Supervisor 13600-44-51-102-20-01 Front Line Programs Supervisor  18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:  Supervisor Lead Worker  NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.  Position Title Position Number No. of Incumbents or Funded Vacancies  N/A  19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION DECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.  Minimum Qualifications  1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; OR  Requires five (5) years professional experience in personnel administration or business ownership management or operation.  2. Requires ability to spe									
including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs  05%  6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.  17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)  Employment Security Field Office Supervisor 13600-44-51-102-20-01  Front Line Programs Supervisor  18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:  Supervisor  Lead Worker  NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.  Position Title  Position Number  No. of Incumbents or Funded Vacancies  N/A  19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION, NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.  Minimum Qualifications  1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; OR  Requires five (5) years professional experience in personnel administration or business ownership management or operation.  2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conj		16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS					
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duties in conjunction with Spanish speaking clients.									
Preferred Qualifications (In Order of Significance)									
<del></del>	Preferred C	Qualifications (In Order	of Significance)						

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

### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raven DeVaughn by Debra Short 10/29/23		Raymond Harchiori by John	09/01/2023

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

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL	_	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Service Representative	Service Representative	29		SS	13667-44-51-107-10-31				
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery/ Fiel Operations	Service Delivery/ Field Operations		016	2	F	₹		
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH	-			09/01/2023	
NEW/REVISED POSITION					EXEMPT	COE	DE C	HANGE	
					☐ MC024 POSITION NUMBER CHANGE				
Chicago Region/ Pilsen Loc Office	al Service Unit I	Service Unit I		☑ MC026 CLARIFY					
14. WORK LOCATION	15. BARGAINING/TERN CODE	15. BARGAINING/TERM RUT CODE EXE		MC027 ADDITIONAL IDENTICAL C  MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH					
				☐ MC149 DOWNWARD REALLOCATION			ALLOCATION		
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION					
1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062	RC062		☐ MC158 UPWARD REALLOCATION					

0/ 05	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<ol> <li>Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</li> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ol>
25%	Establishes, maintains and/or prepares activity records and reports
	<ul> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<ul> <li>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>						
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.						
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)						
WORKING TITLE (IF ANY)						
Employment Security Field Office Supervisor 13600-44-51-107-10-31 Front Line Programs Supervisor						
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervisor ☐ Lead Worker						
NOTE: Supervisory or lead worker responsibilities <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, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; OR						
Requires five (5) years professional experience in personnel administration or business ownership management or operation.						
<ol> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</li> </ol>						
Preferred Qualifications (In Order of Significance)						

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

### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raven DeVaughn by Debra Short 11/14/23		Raymond Harchiori by John	09/01/2023

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

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITION TITLE WO		WORKING TITLE (IF ANY)		AL	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION			CODE		<u> </u>	011 0052				
NEW/REVISED POSITION										
Employment Security Service Representative	Service	Representative	29			SS	13667-44-51-107-20-31			
3. AGENCY	4. Bl	JREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employme Security	nnt	Service Delivery/ Field Operations			0	016	2	F	₹	
10. SECTION	11. L	11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH	-		09/01/2023	
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE				
						☐ MC024 POSITION NUMBER CHANGE				
Chicago Region/ Pilsen Loc Office		Service Unit II				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE			TAN ☐ MC027 ADDITIONAL IDENTICAL C EMPT ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 ABOLISH				
						☐ MC149 DOWNWARD REALLOCATION			ALLOCATION	
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				CATION
1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC0	RC062		١	N					

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> </ul>
	<ul> <li>Investigates, researches and explains case dispositions to clients</li> </ul>
	<ul> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by</li> </ul>
	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
25%	2. Establishes, maintains and/or prepares activity records and reports
	<ul> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> </ul>
	<ul> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	Conducts reconsidered determinations and accepts appeals
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> </ul>
	<ul> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>								
05%		<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</li> </ol>							
preparing, co			mending and imposing disciplinary action and						
			WORKING TITLE (IF ANY)						
Employmer	nt Security Field Office	Supervisor 13600-44-51-107-20-31	Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:							
☐ Supervis	or								
percentage	(s) allotted. If a box wa	er responsibilities <u>must</u> be described in as checked above, list position title, po rized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of						
P	osition Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A									
SUCCESSF OPTIONS O	UL PERFORMANCE OF SKILLS AND ABILITIE	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE ES AND LICENSURE OR CERTIFICATIO ON" CAN NO LONGER BE USED.	E: SINCE THERE ARE NOW SEVERAL						
1. Require	ademic background in	the social/behavioral sciences or bus	e completion of four (4) years of college ness/personnel administration and one						
year as	ear as a full-time professional employee with the Illinois Department of Employment Security; <b>OR</b>								
•	Requires five (5) years professional experience in personnel administration or business ownership management or operation.								
•	. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.								
Preferred G	Qualifications (In Order	of Significance)							

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

### 20. CONDITIONS OF EMPLOYMENT

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

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

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
Raven DeVaughn by Debra Short 11/14/23		Raymond Harchiori by yolm	09/01/2023

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

**Agency**: IDES

Date Approved: 8/15/2023 HRT Approval: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITIOI	N TITLE	WOF	RKING TITLE (IF ANY)	BILING			ON TITLE	2. POSITION NUMBER				
EXISTING POS	SITION											
NEW/REVISED POSITION												
Employment Security Service Representative			vice Representative	29		,	SS	13667-44-53-101-30-31				
3. AGENCY		4	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE	
EXISTING POS	SITION											
NEW/REVISED  IL Departm  Security	POSITION Lent of Employme	nnt I	Service Delivery/ Field Operations				016	2	F	}		
10. SECTIO	N		11. UNIT				12. TRANS	ACTION		13. DA	EFFECTIVE TE	
EXISTING POS	SITION						☐ MA021 ESTABLISH	1			09/01/2023	
							☐ MA022 E	EXEMPT	COD	E CI	HANGE	
NEW/REVISED							☐ MC024 POSITION NUMBER CHANGE					
Local Office	h Region/ Harvey e		Service Unit III									
14. WORK L	LOCATION		15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICAL ☐ MC028 WORK COUNTY CHANGE									
EXISTING POS	SITION		☐ MD021 ABOLISH				-1					
NEW/REVISED	POSITION		☐ MC149 DOWNWARD REALLOCA									
Harvey, Illir		F	RC062		N							
% OF TIME		CURR	RENT AND ACCURATE S	STATE	MEN <sup>-</sup>							
40%	1. Under gene	eral di	irection, for an assigne	ed area	ı, ser	ves as	a Service	Repre	senta	ative	for the	
	Illinois Dep	artme	ent of Employment Sec	curity (I	DES	3)						
	<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federa and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>											

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ul> <li>Establishes, maintains and/or prepares activity records and reports</li> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<ul> <li>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	<ul> <li>Determines client Unemployment Insurance and/or Wagner-Peyser related needs</li> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)  WORKING TITLE (IF ANY)
Employme	nt Security Field Office Supervisor 13600-44-53-101-30-01 Front Line Programs Supervisor
Linployine	The second of the state of the second of the

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Lead Worker						
☐ Supervisor						
•						
NOTE: Supervisory or lead works	er responsibilities must be described i	in a detailed duty statement(s) with a time				
	as checked above, list position title, p					
subordinate incumbents or autho		,				
Position Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A						
	SKILLS, ABILITIES, LICENSURE OR CI					
	F THE WORK OF THIS POSITION. NOT ES AND LICENSURE OR CERTIFICATION	E: SINCE THERE ARE NOW SEVERAL				
PHRASE "SAME AS SPECIFICATION		ON IDENTIFIED ON STANDARDS, THE				
Minimum Qualifications	THE CHILLIAN EQUALITY DE COED.					
	d mental development equivalent to the	ne completion of four (4) years of college				
		siness/personnel administration and one				
year as a full-time professional employee with the Illinois Department of Employment Security; <b>OR</b>						
Requires five (5) years professional experience in personnel administration or business ownership						
management or operation.						
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position						
duties in conjunction with Spanish speaking clients.						
Preferred Qualifications (In Order	r of Significance)					
		(LII) benefit claims issues, including but				
1. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and						
accepting appeals						
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case						

4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques

3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state

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

dispositions, including but not limited to providing written determinations

statutory provisions, rules, regulations and requirements

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by yolm	09/01/2023

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

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITIO	N TITLE	WORKING TITLE (IF ANY)		BILING			POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING PO	SITION		GOBE				OF HON CODE				
NEW/REVISE	D POSITION										
Employme	•	Se	ervice Representative				SS	1366	7-44	-53-	104-20-31
Service Re	presentative			29							I
3. AGENCY	•		4. BUREAU/DIVISION			5. EXMT	6. WORK	7. A/I AUTH	8. AUD	OIT	9. OFFICE USE
EXISTING POS	SITION					CODE					
NEW/REVISEI	D POSITION										
II Departm	ent of Employme	ent	Service Delivery/ Field		0	016	2	F	2		
Security			Operations					_		-	
10. SECTIO	N		11. UNIT				12. TRANSACTION 13. EFFECT				
EXISTING PO	SITION						□ MA004		09/01/2023		
							ESTABLISH 09		09/01/2023		
NEW/DEV/OF	2 DOOLTION						☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISE							☐ MC024 POSITION NUMBER CHANGE				
	th Region/ Burba	nk				☐ MC026 CLARIFY					
Local Offic	e		Service Unit II								
14. WORK I	LOCATION		15. BARGAINING/TERM RUTAN EXEMPT			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING PO	SITION					☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION			DC062			☐ MC150 LATERAL REALLOCATION					
Burbank, II	linois		RC062 N		IN	N ☐ MC158 UPWARD REALLOCATION				CATION	
% OF	16. COMPLETE	CUF	RRENT AND ACCURATE	STATE	MEN <sup>°</sup>	T OF PC	SITION E	SSENT	IAL F	UNO	CTIONS
TIME 40%			direction, for an assigne								
4070	_		nent of Employment Sec				a Service	Kepre	Sent	auve	e ioi tile
	minolo Bop	ui ti	none or Employmone oo	Janty (		-,					
	<ul> <li>Perforn</li> </ul>	ns n	nore complex employme	ent serv	/ice a	and job	placemer	t funct	ions	and	
			nent insurance benefit e								
			Wagner-Peyser and Wo						ompli	anc	e with Federal
			statutory provisions, rule				•		بط بمم	.4	at limaita d ta
Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing investigating, and providing eligibility determinations for complex or unique.											
	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										
	<ul> <li>the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>										
As directed, travers to worksites in the service delivery area to perform assigned duties											

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
25%	2. Establishes, maintains and/or prepares activity records and reports					
	<ul> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>					
10%	3. Conducts reconsidered determinations and accepts appeals					
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>					
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to					
	partner agencies for additional employment services					
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> </ul>					
	<ul> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>					
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs					
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>					
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.					
preparing, c	N TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, inducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)					
	WORKING TITLE (IF ANY)					
Employme	Security Field Office Supervisor 13600-44-53-104-20-01 Front Line Programs Supervisor					
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis	r 🗆 Lead Worker					

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

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

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

#### 20. CONDITIONS OF EMPLOYMENT

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

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

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchion by yolm	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITIO	N TITLE	W	ORKING TITLE (IF ANY)	BILING			ION TITLE ON CODE	2. POSITION NUMBER			IUMBER
EXISTING POS	SITION										
NEW/REVISED	POSITION										
Employmer Service Re	nt Security presentative	Se	ervice Representative	29		,	SS	1366	7-44	-53-	104-30-31
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POS	BITION					OOBL					
NEW/REVISED  IL Departm  Security	POSITION ent of Employme	ent	Service Delivery/ Field Operations			0	016	2	F	3	
10. SECTIO	N		11. UNIT				12. TRANS CODE	ACTION		13. DA	EFFECTIVE TF
EXISTING POS	BITION						☐ MA021 ESTABLISH	1			09/01/2023
							☐ MA022 E	EXEMPT	COE	)E CI	HANGE
NEW/REVISED		-1-				☐ MC024 POSITION NUMBER CHANGE					
Local Office	h Region/ Burbaı e	nκ	Service Unit III				☑ MC026 CLARIFY				
14. WORK LOCATION			15. BARGAINING/TERM RUTAN EXEMPT			TADT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POS	SITION					☐ MD021 /	ABOLISH	4			
NEW/REVISED	POSITION						_				LLOCATION
Burbank, III	linois		RC062			N	N				
% OF TIME		CUR	RENT AND ACCURATE	STATE	MEN						
40%			direction, for an assigne				a Service	Repre	sent	ative	e for the
	Illinois Dep	artn	nent of Employment Sec	curity (	IDES	S)					
	<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>										

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
25%	2. Establishes, maintains and/or prepares activity records and reports							
	<ul> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>							
10%	3. Conducts reconsidered determinations and accepts appeals							
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>							
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to							
	partner agencies for additional employment services							
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> </ul>							
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10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs							
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>							
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.							
preparing, c	N TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, inducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
Employme	Security Field Office Supervisor 13600-44-53-104-30-01 Front Line Programs Supervisor							
18. CHECK	HE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervis	r 🗆 Lead Worker							

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

## Minimum Qualifications

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

### Preferred Qualifications (In Order of Significance)

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by yolm	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITIO	N TITLE	W	ORKING TITLE (IF ANY)	BILING			POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POS	SITION											
NEW/DEV/ICE	DOCITION											
NEW/REVISED		0.	orvice Depresentative				SS	1266	7 11 1	E2 -	105-20-31	
Employmer Service Re	presentative	36	ervice Representative	29			<b>55</b>	1300	7-44-	ეკ- 	105-20-31	
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	т	9. OFFICE USE	
EXISTING POS	SITION					OODL						
NEW/REVISED	POSITION											
	ent of Employme	ent	Service Delivery/ Field	b		0	099	2	R			
Security	one or Employme	,,,,,	Operations									
10. SECTIO	N		11. UNIT				12. TRANS.	ACTION		13. DA	EFFECTIVE TE	
EXISTING POS	SITION						☐ MA021 ESTABLISH	4			09/01/2023	
							☐ MA022 E		CODI	E CH	HANGE	
NEW/REVISED	POSITION			☐ MC024 POSITION NUMBER C					R CHANGE			
Metro South Region/ Joliet							☐ MC026 CLARIFY					
Local Office	9		Service Unit II				☐ MC027 ADDITIONAL IDENTICAL CHANGE					
14. WORK LOCATION						TAN EMPT	☐ MC028 WORK COUNTY CHANGE					
EXISTING POS	SITION					☐ MD021 A	ABOLISH	-1				
NEW/PEN/OFF	DOOLTION						☐ MC149 [	NAMOC	/ARD F	REA	LLOCATION	
NEW/REVISED			RC062			N	☐ MC150 LATERAL REALLOCATION					
Joliet, Illino	İS						☐ MC158 UPWARD REALLOCATION					
% OF TIME	16. COMPLETE	CUF	RRENT AND ACCURATE	STATE	MEN <sup>-</sup>	T OF PC	SITION E	SSENT	IAL FU	JNC	CTIONS	
40%			direction, for an assigned				a Service	Repre	senta	tive	e for the	
	Illinois Dep	artn	ment of Employment Sec	curity (I	DES	5)						
	Perform	าร ท	nore complex employme	ent serv	/ice a	and iob	placemen	t funct	ions a	and		
			nent insurance benefit e									
			Wagner-Peyser and Wo						mplia	anc	e with Federal	
			statutory provisions, rule	_			•		aa bu	t no	at limited to	
	<ul> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique</li> </ul>											
	initial or continued claims						•					
	Makes multi-claimant decisions											
	<ul> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> </ul>											
			or exceeds the federally	/ mand	ated	l quality	and timel	iness r	netric	s a	s defined by	
	the U.S	. De	epartment of Labor Educ	cation a	and <sup>-</sup>	Training	Administ	ration (	ETA)	ha	ndbook	
	As directions	ctec	d, travels to worksites in	the sei	rvice	deliver	y area to p	perform	ı assi	gne	ed duties	
1												

0/ 05									
% OF TIME	16. COMPLETE	CURRENT AND ACCURATE STATEMENT OF F	POSITION ESSENTIAL FUNCTIONS						
25%	2. Establish	nes, maintains and/or prepares activity records	s and reports						
	timelir	ws individual caseload activity on the pending ness in the completion of pending adjudication	cases						
	autom	s and extracts data related to job placements, nated systems including but not limited to the I fit Information System (IBIS) and GenTax							
	<ul> <li>Evaluation</li> </ul>	Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager							
	• Monite	ors system performance and makes service endemodations to supervisor or manager	fficiency assessments and						
10%	3. Conducts	reconsidered determinations and accepts app	peals						
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>								
10%	Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services								
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05%		other duties as required or assigned which ar umerated above.	e reasonably within the scope of the						
preparing, c	nducting and sig	IUMBER IMMEDIATE SUPERVISOR (Responsible gning performance evaluations; effectively recommodumbent of this position.)							
, J 3		. ,	WORKING TITLE (IF ANY)						
Employme	Security Field	d Office Supervisor 13600-44-53-105-20-31	Front Line Programs Supervisor						
18. CHECK	HE APPROPRI	IATE BOX IF THIS POSITION IS A:							
☐ Supervis	r □ Lead W	/orker							

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by yolm	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

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1. POSITIOI	N TITLE	W	ORKING TITLE (IF ANY)	BILING			POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POS	SITION											
NEW/REVISED	DOCITION											
		8.	orvica Panracantativa				SS	1266	7 11	<b>5</b> 1	102-30-31	
Employmer Service Re	presentative	36	ervice Representative	29		,	33	1300	/ <del>-44</del> -,	J <del>4</del> -	102-30-31	
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	IT	9. OFFICE USE	
EXISTING POS	SITION											
NEW/REVISED	POSITION											
IL Departm Security	ent of Employme	ent	Service Delivery/ Field Operations	d		0	101	2	R			
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EXISTING POS	SITION						☐ MA021 ESTABLISH				09/01/2023	
							☐ MA022 E	EXEMPT	CODI	E CI	HANGE	
NEW/REVISED	POSITION			☐ MC024 POSITION NUMBER CHA					R CHANGE			
Northern Region/ Rockford Local Office			Service Unit II				☑ MC026 CLARIFY					
14. WORK LOCATION			15. BARGAINING/TERM RUTA CODE EXEM			TNADT	☐ MC027 A				ITICAL CHANGE	
EXISTING POSITION						☐ MD021 A				11/11/02		
							☐ MC149 [	OOWNW	/ARD I	REA	LLOCATION	
NEW/REVISED			RC062			N	☐ MC150 L	ATERA	L REA	LLC	CATION	
Rockford, I	llinois		1.1343			☐ MC158 UPWARD REALLOCATION						
% OF TIME	16. COMPLETE	CUF	RRENT AND ACCURATE	STATE	MEN <sup>-</sup>	T OF PC	SITION E	SSENT	IAL F	UNC	CTIONS	
40%			direction, for an assigned				a Service	Repre	senta	tive	for the	
	Illinois Dep	artn	ment of Employment Sec	curity (I	DES	5)						
	Perforn	ns n	nore complex employme	ent serv	ice a	and iob	placemen	t funct	ions a	and		
	unempl	oyn	nent insurance benefit e	ntitlem	ent r	esolutio	ns under	provisi	on of	Un	employment	
			Wagner-Peyser and Wo statutory provisions, rule						omplia	anc	e with Federal	
			- ·	_			•		na bu	t no	ot limited to	
	interviewing, investigating, and providing eligibility determinations for complex or unique											
	initial or continued claims  Makes multi-claimant decisions											
	<ul> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> </ul>											
	Provide	s w	ritten determinations			-						
			or exceeds the federally epartment of Labor Educ									
	<ul> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>											

0/ OF								
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	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>							
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services							
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>							
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs							
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>							
05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</li> </ol>							
preparing, co	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)							
Employme	nt Security Field Office Supervisor 13600-44-54-102-30-01 Front Line Programs Supervisor							
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervis	sor   Lead Worker							

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

## Preferred Qualifications (In Order of Significance)

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

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

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

## 22. ABOUT THE AGENCY/BUREAU/PROGRAM

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/14/23		Raymond Harchiori by John	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE ON CODE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Service Representative	Se	ervice Representative	29			SS	1366	7-44	-54-	105-10-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Service Delivery/ Field	1							
IL Department of Employme Security	ent	Operations	ı		0	045	2	F	₹	
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH 09/01/2023			09/01/2023	
						☐ MA022 E	EXEMPT	EMPT CODE CHANGE		
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Northern Region/ Carpentersville Processing Center		Service Unit I				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL II CODE EXEMPT ☐ MC028 WORK COUNT								
EXISTING POSITION						☐ MD021 A	ABOLISI	4		
						☐ MC149 DOWNWARD REALLOCATION			ALLOCATION	
NEW/REVISED POSITION		RC062			N	☐ MC150 LATERAL REALLOCATION				
Carpentersville, Illinois		NGU02			IN	☐ MC158 UPWARD REALLOCATION			DCATION	

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)
	<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> </ul>
	<ul> <li>Investigates, researches and explains case dispositions to clients</li> </ul>
	<ul> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by</li> </ul>
	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
25%	2. Establishes, maintains and/or prepares activity records and reports
	<ul> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> </ul>
	<ul> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	Conducts reconsidered determinations and accepts appeals
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> </ul>
	<ul> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>						
05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</li> </ol>						
preparing, co			mending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Employmer	nt Security Field Office	Supervisor 13600-44-54-105-10-01	Front Line Programs Supervisor				
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:					
☐ Supervis	☐ Lead Worker or						
percentage	(s) allotted. If a box wa	er responsibilities <u>must</u> 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				
Р	Position Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A	osition Title	Position Number	No. of Incumbents or Funded Vacancies				
	Position Title	Position Number	No. of Incumbents or Funded Vacancies				
	osition Title	Position Number	No. of Incumbents or Funded Vacancies				
	osition Title	Position Number	No. of Incumbents or Funded Vacancies				
	osition Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A  19. SPECIAL SUCCESSF OPTIONS O	LIZED KNOWLEDGES, UL PERFORMANCE OF F SKILLS AND ABILITIE	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE ES AND LICENSURE OR CERTIFICATIO	RTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL				
19. SPECIAI SUCCESSF OPTIONS O PHRASE "S.	LIZED KNOWLEDGES, UL PERFORMANCE OF F SKILLS AND ABILITIE	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE	RTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL				
19. SPECIAI SUCCESSF OPTIONS O PHRASE "S. Minimum Q 1. Require	LIZED KNOWLEDGES, UL PERFORMANCE OF F SKILLS AND ABILITIE AME AS SPECIFICATIC Qualifications es knowledge, skill and	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE S AND LICENSURE OR CERTIFICATIO ON" CAN NO LONGER BE USED.	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE e completion of four (4) years of college				
19. SPECIAL SUCCESSF OPTIONS OPHRASE "S. Minimum C. 1. Require with aca	LIZED KNOWLEDGES, UL PERFORMANCE OF F SKILLS AND ABILITIE AME AS SPECIFICATIO Qualifications es knowledge, skill and ademic background in	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE S AND LICENSURE OR CERTIFICATIO ON" CAN NO LONGER BE USED. If mental development equivalent to the the social/behavioral sciences or bus	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE e completion of four (4) years of college iness/personnel administration and one				
19. SPECIAL SUCCESSF OPTIONS OPHRASE "S. Minimum C. 1. Require with aca	LIZED KNOWLEDGES, UL PERFORMANCE OF F SKILLS AND ABILITIE AME AS SPECIFICATIO Qualifications es knowledge, skill and ademic background in	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE S AND LICENSURE OR CERTIFICATIO ON" CAN NO LONGER BE USED.	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE e completion of four (4) years of college iness/personnel administration and one				
19. SPECIAI SUCCESSF OPTIONS O PHRASE "S. Minimum G. 1. Require with acayear as	LIZED KNOWLEDGES, UL PERFORMANCE OF SKILLS AND ABILITIE AME AS SPECIFICATIO Qualifications es knowledge, skill and ademic background in a full-time professiona	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTE S AND LICENSURE OR CERTIFICATIO ON" CAN NO LONGER BE USED. If mental development equivalent to the the social/behavioral sciences or bus	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL DN IDENTIFIED ON STANDARDS, THE  e completion of four (4) years of college iness/personnel administration and one nt of Employment Security; OR				
19. SPECIAL SUCCESSF OPTIONS OPHRASE "S. Minimum Control of the second o	LIZED KNOWLEDGES, UL PERFORMANCE OF F SKILLS AND ABILITIE AME AS SPECIFICATION Qualifications es knowledge, skill and ademic background in a full-time professional es five (5) years profesement or operation.	SKILLS, ABILITIES, LICENSURE OR CE F THE WORK OF THIS POSITION. NOTE ES AND LICENSURE OR CERTIFICATIO ON" CAN NO LONGER BE USED.  If mental development equivalent to the the social/behavioral sciences or bus al employee with the Illinois Department esional experience in personnel admin	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL DN IDENTIFIED ON STANDARDS, THE  e completion of four (4) years of college iness/personnel administration and one nt of Employment Security; <b>OR</b>				

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

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

## 20. CONDITIONS OF EMPLOYMENT

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

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

## 22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by John	09/01/2023

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

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITIOI	N TITLE	W	ORKING TITLE (IF ANY)	BILING			ON TITLE ON CODE	2. POSITION NUMBER			IUMBER
EXISTING POS	SITION										
NEW/REVISED	DOSITION										
Employme		Se	ervice Representative				SS	13667-44-54-107-10-			107-10-31
	presentative		Si vide i topi deditativo	29				1000	, , ,	<u> </u>	107 10 01
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POS	SITION										
NEW/REVISED	POSITION										
IL Departm Security	ent of Employme	ent	Service Delivery/ Field Operations	d		0	045	2	R	2	
10. SECTIO	N		11. UNIT				12. TRANS	ACTION	İ	13. DA	EFFECTIVE TE
EXISTING POS	SITION						☐ MA021 ESTABLISH	1			09/01/2023
							☐ MA022 E	EXEMPT	COD	E CI	HANGE
NEW/REVISED							☐ MC024 POSITION NUMBER CHANGE				
Northern R Aurora Loc	egion/ North al Office		Service Unit I				⊠ MC026 CLARIFY				
14. WORK L	OCATION		15. BARGAINING/TERM RUT				ITICAL CHANGE				
EXISTING POS			CODE		EXE	☐ MC028 WORK COUNTY CHANG			CHANGE		
						☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION				LLOCATION	
NEW/REVISED	POSITION						☐ MC150 LATERAL REALLOCATION				
North Auro	ra, Illinois		RC062 N		MC158 UPWARD REALLOCATION						
% OF TIME	16. COMPLETE	CUF	RRENT AND ACCURATE	STATE	MEN <sup>-</sup>	T OF PC	SITION E	SSENT	IAL F	UNC	CTIONS
40%			direction, for an assigne				a Service	Repre	senta	ative	e for the
	Illinois Dep	artr	ment of Employment Sec	curity (I	DES	S)					
			nore complex employme nent insurance benefit e								
			Wagner-Peyser and Wo								
			statutory provisions, rule	_			•				( P - 26 - 1 6
			s monetary and nonmon g, investigating, and pro								
	initial or continued claims							ı			
			lti-claimant decisions es, researches and expla	ine ca	a di	enoeitio	ns to clier	nte			
			ritten determinations	iii is cas	se ui	spositio	ris to chei	ilo			
			or exceeds the federally								
			epartment of Labor Educ d, travels to worksites in								
			,		_		,		_	•	

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<ul> <li>Establishes, maintains and/or prepares activity records and reports</li> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<ul> <li>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	<ul> <li>Determines client Unemployment Insurance and/or Wagner-Peyser related needs</li> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)
	WORKING TITLE (IF ANY)
∟mployme	nt Security Field Office Supervisor 13600-44-54-107-10-01 Front Line Programs Supervisor

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Lead Worker							
□ Supervisor							
NOTE: 0							
		in a detailed duty statement(s) with a time					
subordinate incumbents or autho	as checked above, list position title, p	osition number, and number of					
Subordinate incumbents of author	nzed funded fleadcount.						
Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A	r comon ramper	The comments of Funded Vacantice					
IN/A							
	SKILLS, ABILITIES, LICENSURE OR CE F THE WORK OF THIS POSITION. NOT						
	ES AND LICENSURE OR CERTIFICATION.						
PHRASE "SAME AS SPECIFICATION		SNIBENTI IED ON STANDARDS, THE					
Minimum Qualifications							
	d mental development equivalent to the	ne completion of four (4) years of college					
		siness/personnel administration and one					
year as a full-time professiona	al employee with the Illinois Departme	ent of Employment Security; <b>OR</b>					
D		-t-tt					
	ssional experience in personnel admir	histration or business ownership					
management or operation.							
2 Requires ability to speak and	write the Spanish language at a collo	oquial skill level in carrying out position					
duties in conjunction with Spa		aquiai sidii iovoi iii sarryirig sat positiori					
	and a personal generation						
Preferred Qualifications (In Order							
		e (UI) benefit claims issues, including but					
	ily determinations for claims, conduct	ting reconsidered determinations and					
accepting appeals  2. Two (2) years of experience in	nvestigating researching and explain	ing unemployment insurance (UI) case					
	t limited to providing written determina						

statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques

3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state

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

- 1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
- 2. Requires ability to utilize Spanish in the performance of all duties.
- 3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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- 5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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## 22. ABOUT THE AGENCY/BUREAU/PROGRAM

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by yolm	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITION	N TITLE	W	ORKING TITLE (IF ANY)	BILING		_	ION TITLE ON CODE	2. POSITION NUMBER			IUMBER
EXISTING POS	SITION										
NEW/REVISED	POSITION										
Employmer Service Re	nt Security presentative	Se	ervice Representative	29		;	SS	13667-44-54-107			107-20-31
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	ΝT	9. OFFICE USE
EXISTING POS	BITION					COBL					
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10. SECTIO	N		11. UNIT				12. TRANS CODE	ACTION	İ	13. DA	EFFECTIVE TF
EXISTING POS	BITION						☐ MA021 ESTABLISH	1			09/01/2023
							☐ MA022 E	EXEMPT	COE	DE CI	HANGE
NEW/REVISED							☐ MC024 POSITION NUMBER CHANGE				
Aurora Loc	egion/ North al Office		Service Unit II				☑ MC026 CLARIFY				
14. WORK L	OCATION		15. BARGAINING/TERM CODE	1		TNADT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POS	SITION					☐ MD021 /	ABOLISH	4			
NEW/REVISED	POSITION						_	_			LLOCATION
North Auro	ra. Illinois		RC062			N					
% OF TIME		CUR	RRENT AND ACCURATE	STATE	MEN						
40%			direction, for an assigne				a Service	Repre	sent	ative	e for the
	Illinois Dep	artn	nent of Employment Sec	curity (	DES	S)					
<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federa and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>								employment e with Federal of limited to or unique s defined by indbook			

% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTION	ONS				
25%	<ul> <li>Establishes, maintains and/or prepares activity records and reports</li> <li>Reviews individual caseload activity on the pending adjudication report in order to timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issu automated systems including but not limited to the IL Labor Exchange system, the Benefit Information System (IBIS) and GenTax</li> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of in supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>	ues using e Illinois				
10%	<ul> <li>Conducts reconsidered determinations and accepts appeals</li> <li>Hears, considers and adjudicates requests for reconsideration for monetary and monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>	ion-				
10%	<ul> <li>Assesses job seeker client skills and refers clients to employers for job interviews and partner agencies for additional employment services</li> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through au files</li> <li>Provides clients with information regarding selected jobs and job interviewing processors.</li> <li>Verifies and records placements</li> </ul>	utomated				
10%	<ul> <li>Determines client Unemployment Insurance and/or Wagner-Peyser related needs</li> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>					
05%	Performs other duties as required or assigned which are reasonably within the scope duties enumerated above.	of the				
preparing, c	TLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing working and signing performance evaluations; effectively recommending and imposing disciplinary ces for the incumbent of this position.)					
-	WORKING TITLE (IF ANY)					
∟mpioyme	curity Field Office Supervisor 13600-44-54-107-20-01 Front Line Programs Superv	/Isor				

18. CHECK THE APPROPRIATE BO	OX IF THIS POSITION IS A:						
☐ Lead Worker							
☐ Supervisor	☐ Supervisor						
		in a detailed duty statement(s) with a time					
percentage(s) allotted. If a box w subordinate incumbents or autho	ras checked above, list position title, p	osition number, and number of					
	Tizod fariada ficadecarit.						
Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A							
40 CDECIALIZED KNOW! EDGEC	CKILLS ADJUTIES LICENSUIDE OD O						
	SKILLS, ABILITIES, LICENSURE OR CI F THE WORK OF THIS POSITION. NOT						
OPTIONS OF SKILLS AND ABILITII	ES AND LICENSURE OR CERTIFICATION						
PHRASE "SAME AS SPECIFICATION	ON" CAN NO LONGER BE USED.						
Minimum Qualifications	d montal development equivalent to the	ne completion of four (4) years of college					
		siness/personnel administration and one					
	al employee with the Illinois Departme						
5 . 5 . 5							
Requires five (5) years profes management or operation.	ssional experience in personnel admir	nistration or business ownership					
management of operation.							
		oquial skill level in carrying out position					
duties in conjunction with Spa	anish speaking clients.						
Preferred Qualifications (In Order		· / LIIX la consetta alla inconsistencia di controlli con la cat					
		e (UI) benefit claims issues, including but ting reconsidered determinations and					
accepting appeals	my determinations for dainis, conduc	any resonanced determinations and					
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case							

statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques

3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state

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

dispositions, including but not limited to providing written determinations

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

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

## 22. ABOUT THE AGENCY/BUREAU/PROGRAM

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by yolm	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITIO	N TITLE	WORKING TITLE (IF ANY)	BILING			ON TITLE 2. POSITION NUMBE		IUMBER		
EXISTING PO	SITION									
NEW/REVISED POSITION  Employment Security Service Representative		Service Representative	ervice Representative		SS		13667-44-55-108-10-31			
3. AGENCY		4. BUREAU/DIVISION	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΙΤ	9. OFFICE USE
EXISTING POSITION					OODL					
NEW/REVISED  IL Departm  Security	POSITION Hent of Employme	Service Delivery/ Fiel Operations	Service Delivery/ Field Operations		0	072	2	R	?	
10. SECTIO	N	11. UNIT	11. UNIT			12. TRANSACTION		İ	13. DA	EFFECTIVE TE
EXISTING POS	SITION					☐ MA021 ESTABLISH				09/01/2023
NEW/REVISE	D POSITION					☐ MA022 EXEMPT CODE CHANGE				
	Region/ Peoria					☐ MC024 POSITION NUMBER CHANGE				
Local Offic		Service Unit I	Service Unit I			☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERN CODE			NADT	☐ MC027 ADDITIONAL IDENTICAL CHANG ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 ABOLISH				
NEW/REVISEI	D POSITION					☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
Peoria, Illin	ıois	RC062	RC062		N		UPWARD REALLOCATION			
% OF TIME		CURRENT AND ACCURATE	RRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%		eral direction, for an assign				a Service	Repre	senta	ative	for the
	Illinois Dep	artment of Employment Se	curity (II	DES	)					
	<ul> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>									

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
25%	<ul> <li>Establishes, maintains and/or prepares activity records and reports</li> <li>Reviews individual caseload activity on the pending adjudication report in order to maintain</li> </ul>						
	<ul> <li>timeliness in the completion of pending adjudication cases</li> <li>Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> </ul>						
	<ul> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>Monitors system performance and makes service efficiency assessments and</li> </ul>						
	recommendations to supervisor or manager						
10% 3. Conducts reconsidered determinations and accepts appeals							
	<ul> <li>Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>						
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services						
	<ul> <li>Interviews job seekers, taking or updating work history</li> <li>Selects suitable job openings as listed in job order records or available through automated files</li> </ul>						
	<ul> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>						
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs						
	<ul> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services identifying barriers to employment and/or providing information on available training and education programs</li> </ul>						
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.						
preparing, c	DN TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
Employme	nt Security Field Office Supervisor 13600-44-55-108-10-01 Front Line Programs Supervisor						

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
☐ Lead Worker								
☐ Supervisor								
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 CI	ERTIFICATION NECESSARY FOR THE						
SUCCESSFUL PERFORMANCE OF	F THE WORK OF THIS POSITION. NOT	E: SINCE THERE ARE NOW SEVERAL						
OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.								
Minimum Qualifications								
1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college								
with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; <b>OR</b>								
Requires five (5) years professional experience in personnel administration or business ownership								
management or operation.								
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position								
duties in conjunction with Spanish speaking clients.								
Preferred Qualifications (In Order of Significance)								
1. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and								
accepting appeals								
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case								

3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state

4. Two (2) years of experience providing employment services, including but not limited to determining work

Position # 13667-44-55-108-10-31

dispositions, including but not limited to providing written determinations

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

statutory provisions, rules, regulations and requirements

search plans and utilizing vocational counseling techniques

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

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

## 22. ABOUT THE AGENCY/BUREAU/PROGRAM

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 12/20/23		Raymond Harchiori by yolm	09/01/2023

**Agency**: IDES

**Date Approved**: 8/15/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	BILINGU	AL POS	SITION TITLE TION CODE	N TITLE   2. POSITION NUMBER				
Existing Position											
New/Revised Position				29	_	SS	136	71-44-40	-200-	20-31	
Employment S 3. AGENCY	Security Specialist 1		4. BUREAU/ DIVISION				5. EXMT	44-40-22 6. WORK COUNTY	7. A/I	8.AUDIT	9. OFFICE
Existing Position			4. BONEAU/ DIVIDION				CODE	COUNTY	AUTH	6.AUDI	11/16/22 - PNO
New/Revised Position							_		<u> </u>	ļ _	
IL Department	t of Employment Secur	ity	Business Services				0	072	Υ	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	I Farm \	Vorker	•	ļ				
ntra-Agency Coordination			(MSFW) Program				☐ MC0	21 ESTAB 22 EXEMI	PT COD		
14. WORK LOCA	TION		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	POSITI	ION ESS		58 UPWA FUNCTI		ALLOCATIO	UN
			rovides information ar							asonal	Farm
			-2A Temporary Agricul								
			program for the Illinois								
			o working and living ar es assistance and guid								
•	Establishes and main	provides information and referrals for services related to MSFW, H-2A and H-2B programs. d maintains various reports; maintains and monitors files; develops systems to organize							e		
			and hiring events. Mak								
	services.	vocate.	Utilizes Spanish langu	lage to a	355151	chents v	no requ	uest of i	ieeu i	nierpre	live
	33.71333.										
25%			and guidance concer								W)
			oorary Agricultural Wo (H-2B) program for ID								edures
	pertaining to	MSFW.	H-2A and H-2B progr	ams to	employ	ers, em	ployees	s, comm	unity	groups	and
			ies. Provides informati								
			ram services and resc s, including but not lim								
			ients who request or n					Jan J. J.		оранион	•
000/	O Trougle to acc		annont field visits to		ن المحا		f f			d/a.a.a.a.a.	احد بالديدة
20%			equent field visits to w igrant workers to offer								icultural
			s random field checks								tate and
			oordinates and execut			screenin	gs. Utili	izes Spa	ınish I	languag	ge to
	assist clients	who re	quest or need interpre	tive serv	ices.						
15%	3. Provides ass	istance	and guidance to comr	nunity a	nd Stat	te agen	cies reg	arding N	<b>ISFV</b>	V, H-2A	and H-
	2B programs	by exp	laining program rules,	regulation	ons, po	olicies a	nd proc	edures.	Resp	onds to	)
			n person, by phone and quidelines related to th								
			ients who request or n					grams.	Utilize	s Span	11511
					,		-				
15%			sing, spreadsheet and								l
					d to reports of outreach activities, and logs interested parties. Prepares reports from findings						ndinas
	and makes re	ecomme	endations for program	improve	ments	to statewide Monitor Advocate.					
DIRECTOR OF C	CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE							DATE			
1	27	27 02/22/2019 02/22/2019							22/2019		
CM 9 104 (Rev 10	/94) IL 401-0794		WAIN L'O LOIS	Tijl I			<del>'</del>	7		1	
THU IIIW	w 39677		_ di	LJ							

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	orker (MSFW), H-2A Temporary Ag /orkers (H-2B) programs; maintains ports. Provides information and ref	orders and services relevant to Migrant and ricultural Workers (H-2A) and H-2B Temporary and monitors related files; develops systems to errals for services related to MSFW, H-2A and groups and other interested parties. Utilizes ed interpretive services.						
10%	programs, includin Department of Em 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%	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-	<del>44-40-220-</del> 00 <del>-31</del>								
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 TIT	LE	W	ORKING TITLE (IF ANY)	BILINGUAL CODE		TION TITLE	2. POSI	TION NUI	MBER		
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	<b>Business Services</b>				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 Worker			L □ MA021 ESTABLISH					
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 PO	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.								els to ob orders ms. e		
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 r 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%	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, e maintains various reports, including but not limited to reports of outreach activi complaints from employers, employees and other interested parties. Prepares and makes recommendations for program-improvements to statewide Monitor						activitie pares re onitor Ac	s, an	d logs from fir te.	ndings		
DIRECTOR OF C	MS SIGNATURE	IMMED	IATE SUPERVISOR SIGNATI	JRE A	GENC	Y HEAD	SIGNATU	JRE .		D	ATE
CMS-404 (Rev 210/	27		MAR 2 6 2019	· .	<	<u>-\/(</u>	m D	May	_	02/2	22/2019

16. (CONTINUE	D)										
% OF TIME		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
10%	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to e	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%	<ol> <li>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.</li> </ol>										
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 <del>-44-40-220-00-3</del> 1		·								
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:									
	upervisory or lead worker res	VORKER ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a								
	· · · · · · · · · · · · · · · · · · ·	itle, position number, and number of su	ubordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A			1								
		•									
19. SPECIALI	ZED KNOWLEDGES, SKILLS,	ABILITIES, LICENSURE OR CERTIFIC	CATION NECESSARY FOR THE SUCCESSFUL								
			ARE NOW SEVERAL OPTIONS OF SKILLS AND								

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

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

CAN NO LONGER BE USED.

Existing Position		WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position				e:	400	74 44 4	0.200	20.20
	Security Specialist 1	11	29	SS	<del>13671</del> -	<mark>71-44-4</mark> 4 <del>4-40-2</del> 2	20-70-3	-20-36 <del>1</del>
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT
Existing Position								
New/Revised Position	t of Employment Securi	Business Services	Business Services					R
10. SECTION	t of Employment Securi	11. UNIT				ISACTION	1	13. EFFECT
Existing Position					CODE			02/01
New/Revised Position Intra-Agency (	Coordination	Migrant and Season (MSFW) Program	al Farm W	orkers		21 ESTA		- ¥
				Rutan			TION NL	DE CHANC J <b>MBE</b> R CH
14. WORK LOCA Existing Position	TION	15. BARGAINING/TERM	15. BARGAINING/TERM CODE Exempt					IDENTICA
								ITY CHAN
New/Revised Position North Aurora,	11	RC062	2	N	☐ MC1	50 LATE	RAL RE	REALLOCAT
% OF TIME		I ENT AND ACCURATE STATEN	IENT OF PO	OSITION ES				ALLOCAT
	Non-Agricultural Work to conduct frequent fie contract compliance and services; provides	gram, H-2A Temporary Agric kers (H-2B) program for the Il eld visits to working and living Provides assistance and guid s information and referrals for tains various reports; mainta	linois Depa g areas to d dance to co r services ins and mo	artment of loffer and ver- ommunity a related to lonitors files	Employmerify emp and State MSFW, H develop	ent Sec loyment agenci I-2A and s syste	curity ( t servi ies. Er d H-2E ems to	(IDES). ices and nters jo B progra organiz
	reperts. / titerias com	nunity and nining events. Ma	ves lecolli	nendations	, ioi piog	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	prove	mems t
25%	statewide Monitor Adv services.  1. Provides infor program, H-2, Agricultural W pertaining to N other interest H-2A and H-2 temporary wo	rmation and guidance concer A Temporary Agricultural Wo Vorkers (H-2B) program for II MSFW, H-2A and H-2B program ed parties. Provides informat 2B program services and resorkers, including but not limited	rning the Markers (H-2/DES. Explarams to emion and asources and additional to food s	igrant and A) program ins rules, r ployers, er sistance to other state tamps and	Seasona and H-2 egulation nployees notify ind	I Farm 'B Tempos, police, commodividual	Worked in the control of the control	ers (MS Non- nd proce groups vailable ance av
25%	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 corworkers and compliance; of federal guidel	rmation and guidance concer A Temporary Agricultural Wo Vorkers (H-2B) program for II MSFW, H-2A and H-2B progred parties. Provides informates B program services and resorkers, including but not limite	rning the Morkers (H-2/DES. Explarams to emion and assources and do food so pretive services field-weight and housing tes field-weight.	igrant and A) program ins rules, r iployers, er sistance to other state tamps and vices. I living area employme ing inspectionk screeni	Seasona and H-2 egulation nployees notify ind and/or f Medicar as of farm ent service ons in ac	I Farm B Temporary policies, commodividual federal a e. Utilizan worke tes and dhereno	Worker worary ies and ies of avassista es Spars and job cose to re	ers (MS  Non-  nd proce groups vailable ance av anish la
	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 informate B program services and resorkers, including but not limited orkers, including but not limited that who request or need interpretated that the conduct frequent field visits to we be 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-weight and housing tes field-weight and to food soretive services munity and the services field for during the MSFW,	igrant and A) program ins rules, r iployers, er sistance to other state stamps and vices. I living area employme ing inspecti ork screeni es. State agel ons, policie i field visits H-2A and I	Seasona and H-2 egulation in ployees notify index and/or fament service ons in acongs. Utilizancies registand process and proc	I Farm B Temples, polices, commidividual federal are. Utilizen workenes and dhereno zes Spararding Bocedures and pocedures and p	Worker porary ites and assistates Spars and job core to reanish I	ers (MS Non- Non- Non- Non- Non- Non- Non- Non-
20% 15%	statewide Monitor Adviservices.  1. Provides infor program, H-2A 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 expression of state and federal guidel assist clients  4. Utilizing word maintains var complaints from and makes results.	rmation and guidance concert A Temporary Agricultural Wo Vorkers (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 program of the program of the program of the processing of the processin	rning the Markers (H-2/DES. Explarams to emion and assources and ed to food so pretive services and housing tes field-weight and services field-weight and services field-weight and housing the MSFW, need interput database at limited to ed other into improvem	igrant and A) program ins rules, r iployers, er sistance to other state stamps and vices. I living area employme ing inspections, policie ifield visits H-2A and I retive servi	Seasona and H-2 egulation in ployees notify income and/or family ment service ons in acceptance on the service on the service of the service	I Farm B Temples, police, communication workers and diherence arding locedures and procedures an	Worked in Worked poorary ites and assistates Spirits and job copies to reanish I MSFW es. Reported tablishes, an eports	ers (MS Non- Non- Non- Non- Non- Non- Non- Non-
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 Wo Vorkers (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 program of the program rule of the program of the program rule of the program of the processing of the proce	ning the Markers (H-2/DES. Explarams to emion and associated and verify and housing the field-westive services, regulating door during the MSFW, need interpolation of the minus of the min	igrant and A) program ins rules, r iployers, er sistance to other state stamps and vices. I living area employme ing inspections, policie ons, policie ons, policie ifield visits H-2A and I retive servi	Seasona and H-2 egulation in ployees notify included and/or factor in a sof farment servicions in acies registed and processent softwo outreach ties. Preewide Mind Disignation in the processent softwo outreach ties. Preewide Mind Disignation in the processent softwo outreach ties. Preewide Mind Disignation in the processent softwo outreach ties. Preewide Mind Disignation in the processent softwo outreach ties. Preewide Mind Disignation in the processent softwo outreach ties. Preewide Mind Disignation in the processent softwo outreach ties.	I Farm I B Temporary Park I Farm I B Temporary Park I Farm I B Temporary Park I Farm I B Temporary Park I Farm I F	Worked in Worked poorary ites and assistates Spars and job community ites. Reported tablishes, an eports advoca	ers (MS Non- nd proce groups vailable ance av anish la d/or agri ontract elated s languag  V, H-2A sponds es interp es Span hes and d logs from fil ate.

10%	5.	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to e	linois Labor Exchange system, enters job orders and services relevant to Migrant and farm Workers (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Itural Workers (H-2B) programs; maintains and monitors related files; develops systems to lated reports. Provides information and referrals for services related to MSFW, H-2A and arms to employers, employees. community groups and other interested parties. Utilizes inguage to assist clients who request or need interpretive services.									
10%	6.	including but not ling of Employment Sec	ommunity and hiring events for clients eligible for MSFW, H-2A and H-2B programs, nited to employer orientations. Provides information to promote Illinois Department curity (IDES) employment related services and unemployment insurance program panish 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.



# ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITE	F	10//	ORKING TITLE (IF ANY)	BILINGUAL	POSITION TITE	E 2 POS	ITION NU	MBER			
Existing Position		77	ORKING TITLE (II ANT)	CODE	OPTION COD		44-13-57		2_		
New/Revised Position						_					
	Security Specialist 2		_	29	SS	1367 <del>2</del> -	<mark>2-44-22-</mark> <del>44-22-54</del>	<del>0-10-3</del> :	J-31		
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position			Administration							11/16/22 - PNC	
New/Revised Position			Service Delivery/			0	016	Υ	R		
	of Employment Secur	ity	Unemployment Insurance Programs					<u> </u>		VE DATE	
10. SECTION			11. UNIT	CODE	12. TRANSACTION 13. EFFECTIVE DATE CODE						
Existing Position	Doumant Control				10/01/2014						
New/Revised Position	Payment Control										
Benefit Payme	ent Control		New Hire Unit				21 ESTAB 22 EXEMI		E CHANG	E	
14. WORK LOÇA	TION		15. BARGAINING/TERM CO	)DF	Rutan Exemp		24 POSITI 26 CLARII		MBER CH	ANGE	
Existing Position	11014	780-18	TO. DATE OF THE OC				27 ADDITI	IONAL I		L CHANGE	
							28 WORK 21 ABOLI	SH			
New/Revised Position			RC062		N		49 DOWN 50 LATER				
Chicago, IL % OF TIME	16 COMPLETE CURRE	NIT AN	D ACCURATE STATEME	NT OF DO			58 UPWA		LLOCATION	ON	
% OF TIME	10. COMPLETE CONTI	LIVI AIV	D ACCORATE STATEME	N OF TO	JOI FION L	SCINITAL	TONCT	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.  1. Performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer										
35%	information fo hire report su	r the n bmissi	al duties in the New Hire ationwide employer New ons to monitor Unemployent earnings.	v Hire Re	gistry. Re	eviews an	d analyz	zes en	ployer		
25%	employers re and procedur review. Revie	garding es. Re ws and	anguage when necessar g New Hire reporting ins sponds to inquiries; as re d provides interpretation ers and New Hire program	tructions. equested of state a	Explains , drafts re and federa	program i sponses a al guidelin	ules, regand subject of the contract of the co	gulation mits to to to to to to to to to to to to to	ons, po o mana he prog	licies ger for gram.	
20%	<b>F</b>										
		nagem	intains new hire reporting ent software. Maintains reports.							and	
15%			•								
	hire reporting preparing rep	proced orts fro	studies on existing New dures, ensuring adheren om findings, makes reco te to effectiveness of pro	nce to statement	te and fed	eral guide	elines. F	Partici	pates ir	n	
DIRECTOR OF CMS SIGNATURE DATE DATE							DATE				
Sente	ne Keken				$\mathbf{O}$	6-			10/	24/2014	
35					Verel	1	P	厚用	W F		
CMS-104 (Rev. 10)	a D. Sunt 11/2	0/14			9		0C1	302	2014		

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 yean 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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1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSIT	TION TITLE ON CODE	2. POS	ITION NU	MBER			
Existing Position												
New/Revised Position				29		SS	136	73-44-5	1-220	-00-31		
Employment S 3. AGENCY	Security Specialist 3		4. BUREAU/ DIVISION			13673-44-51-220-00-31 13673-44-51-220-10-31 5.EXMT 6.QURIX 7.AUI 8.AUDIT 9.0				9. OFFICE		
Existing Position			4. BOILAGI BIVISION				CODE	COUNTY	AUTH	8.AUDI1	12/16/22 - PNC	
New/Revised Position									_			
IL Department	t of Employment Secur	ity	Service Delivery/ Field Operations				0	016	2	R	N	
10. SECTION			11. UNIT				12. TRANSACTION CODE			3. EFFECTIV	E DATE	
Existing Position								11/01/202				
New/Revised Position			Employment Services				I ⊠ MA0	21 ESTAE	I ISH			
Chicago Region	on ————————————————————————————————————							22 EXEM	OD T	DE CHANGI JMBER CH		
14. WORK LOCATION			15. BARGAINING/TERM CO	ODE		Rutan Exempt	☐ MC0	26 CLARI	FY			
Existing Position										IDENTICAL TY CHANG		
New/Revised Position								21 ABOLI		REALLOCA	ATION	
Chicago, IL		RC062			Ν	☐ MC1	50 LATER	AL RE	ALLOCATIO	NC		
% OF TIME	16. COMPLETE CURRI	ENT AN	I ID ACCURATE STATEME	NT OF PO	OSITIO	ON ESS				ALLOCATIO	JIN	
	Under general direction	on ind	ependently performs ad	vanced n	rofes	sional f	unction	s for the	Fmr	lovment	<u> </u>	
			in assigned region. Initia									
			ntation and provision of									
			ated regulations and ag								g. ao,	
			nprove skills and attitude									
			Services Outreach team									
			uidance to employers req									
			anize and develop guide									
			s and recommendations	on findin	gs to	Region	nal ES F	Program	Man	ager. P	rovides	
	interpretive services f	or Spa	nish speaking clients.									
25%	1. Independently	v perfo	rms advanced professio	nal funct	ions f	or the	Employ	ment Se	rvice	s Progra	am for	
2070			Initiates, plans, develop									
				ovision of Employment Service Programs; analyzes Fed								
			rams developed by cooperating public and pri									
			rate procedural innovati	ons and o	chang	ges to e	ensure s	service a	ind c	ompliand	ce with	
	Federal Regu	ılations	and agency goals.									
20%	2. Utilizina Powe	erPoint	or other related softwar	re nlans	deve	lons s	chedule	es and o	ondi	icts train	ina	
2070			and/or in person semina									
			or optimum achievemen									
			ates formulation and ins								ilization	
	to effect oper	ational	improvements. Conduc	ts follow-	up stı	udies to	review	/ and ev	aluat	e trainin	g	
	results. Meas	ures o	verall effectiveness of tr	aining pro	ogram	ns; ider	ntifies n	eeds an	d rec	ommend	İs	
	corrective act	ion.										
15%	3 Coordinates	with Ru	ısiness Services Outrea	ch team t	o nlai	n and d	conduct	samina	re for	ioh saal	kare	
1370			pares correspondence to									
			vorkers; disseminates La									
			ge when necessary; ass								5	
			dual applicants; serves a								ket and	
	area employe	rs. Tra	vels to worksites to perf	form thes	e duti	ies.						
DIRECTOR OF C	MS SIGNATURE	IMMFF	NATE SUPERVISOR SIGNAT	URE I A	GENC	Y HEAD	SIGNAT	URE		n	ATE	
garel Jul	L			-				Upzze	114			
Due D	Short 11/10/21				MA	511017	unno	2 pt 20	WW	<u>-</u> 11/0	14/2021	
CMS-104 (Rev. 10)	/94) IL 401-0794											

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%	4. Consults and coordinates with Business Services Outreach team to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures. Reviews operations of employers to identify positions suitable for participants. Processes job order specifications using the Illinois Labor Exchange system; conducts quality reviews on job orders; matches job seekers with available jobs, utilizing the Spanish language when necessary; screens applicants and coordinates employer interviews. Accesses Illinois Benefit Information System (IBIS) and related applications to verify claimant data, employment status and wage records; obtains employer account numbers needed for job order entry.								
10%	<ol> <li>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.</li> </ol>								
05%	<ol> <li>Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary.</li> </ol>								
05%	<ol> <li>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.</li> </ol>								
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						
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	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).

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TIT	F	w	ORKING TITLE (IF ANY)	BILINGUAL	POSIT	TION TITLE	2. POS	TION NUI	MBER		
Existing Position	- <del>-</del>	_   ''		CODE	, OP 1		13673	<del>-44-5</del> 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/ Field Operations			0	045	Y	R	(F.DATE	
10. SECTION			11. UNIT			12. TRAN CODE	SACTION	_   1	3. EFFECTIV	/E DATE	
Existing Position								/2016			
New/Revised Position  Northern Regi	on		Employment Services					21 ESTAB 22 EXEM		E CHANG	E
			15. BARGAINING/TERM C	CODE		Rutan Exempt		24 POSIT 26 CLARII		MBER CH	ANGE
14. WORK LOCATION Existing Position			10. DAROAIIVIIVO/1ERVI	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	OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF										
	Under general dir	ection, ind	ependently performs ac	dvanced p	profes	sional f	unction	s for the	Emp	loymen	t al
	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	š.
	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	OHIHICH	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
•	solicitatio	on for indivi	idual applicants; serves	as a regi	onal s	source :	or stan	regardi	ig La	DOI IVIAI	Ket and
	area em	oloyers. Tra	avels to worksites to pe		se dui	ucs.					
DIRECTOR OF C	MS SIGNATURE	DIATE SUPERVISOR SIGNATURE   AGENCY HEAD		SIGNAT	URE			DATE			
]	M. W. 1411	FINE A NA			-\+/6	A 20	May	-	12/2	22/2016	
drasting of a	70A) II 401-0 <del>7</del> 94 4	১৬	Hanian			7,0	U	7'		<u> </u>	<del>-</del>
Mylla"	apsutt 1/01	17	uastia e								

16. (CONTINUED)					, .,F					
	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%	corrective action for	ies findings of the regional monito or areas of weakness found in the nd recommendations on findings t	Local Off	fices of assign	ed region. U	Jtilizing Excel,				
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%	Performs other dut enumerated above	ies as required or assigned which	are reas	onably within	the scope o	f the duties				
conducting ar		MEDIATE SUPERVISOR (Responsibluations; effectively recommending and								
			WORK	ING TITLE (IF A	NY)					
	015-44-54-220-00-01		Northe	ern Region ES	Program M	anager				
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 Incum	bents or Fur	nded Vacancies				
N/A										
10 SDECIALIZE	D KNOWI EDGES SKILLS	ABILITIES, LICENSURE OR CERTIF	ICATION!	NECESSARY	OD THE C	ICCESSE!!!				
PERFORMAI ABILITIES A	NCE OF THE WORK OF TH	ABILITIES, LICENSURE OR CERTIFIES POSITION. NOTE: SINCE THERIFICATION IDENTIFIED ON STANDA	E ARE NO	W SEVERAL C	OPTIONS OF	SKILLS AND				

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

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

1. POSITIO	N TITLE	W	ORKING TITLE (IF ANY)	BILING			ION TITLE ON CODE	2. POSITION NUMBER					
EXISTING POS	SITION												
NEW/REVISED POSITION Employment Security Tax Auditor 2			enior Tax Auditor			;	SS	13682-44-70-253-10-31			253-10-31		
3. AGENCY			4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE				
EXISTING POS	SITION					OOBL							
NEW/REVISED	POSITION												
IL Departm Security	ent of Employme	ent	Revenue			0	045	2	R				
10. SECTIO	N		11. UNIT				12. TRANS.	ACTION	1	13. DA	EFFECTIVE TE		
EXISTING POS	SITION						☐ MA021 ESTABLISH	1			10/01/2023		
NEW/DEV/ICE	DOCITION						☐ MA022 E	EXEMPT	COD	E C	HANGE		
NEW/REVISED	& Collections/						☐ MC024 POSITION NUMBER CHANGE						
Field Audit			Area 3		☑ MC026 CLARIFY								
14. WORK L	LOCATION		15. BARGAINING/TERM RUTA EXEM			TAIDT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE						
EXISTING POS	SITION						☐ MD021 ABOLISH						
NEW/REVISED	DOSITION						☐ MC149 DOWNWARD REALLOCATION						
Kane Coun			RC062			N ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION							
% OF		CUF	RRENT AND ACCURATE	STATE	MEN <sup>-</sup>								
TIME 40%	1. Under direc	ctio	n, as a Senior Tax Audit	or for tl	ne III	inois De	epartment	of Em	ployr	nen	t Security		
			ses a full range of auditi								•		
15%	<ul> <li>Conducts audits electronically and/or travels to employer and/or employer legal representative worksites to independently perform complex field audits and investigations or all relevant employer documents and records</li> <li>Examines contracts, documents and financial records according to defined procedures and regulations</li> <li>Prepares detailed statements on employer records</li> <li>Confirms the accuracy of the employer records and determines the tax status and liability of employers to enforce uniform compliance with the Illinois Unemployment Insurance (UI) Act agency audit policies and procedures and U.S. Department of Labor (DOL) Tax Performance System (TPS) audit requirements</li> <li>Communicates to employers any audit findings and answers employer questions</li> </ul>									vestigations of ocedures and and liability of rance (UI) Act,			
10/0	2. Collaborate	۷۱ در	vith and provides training	יוט טווי	u a	uuil Əldi	1						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<ul> <li>Participates on an audit team for larger audits</li> <li>Conducts on-the-job training with junior auditors in the performance of more complex payrol audits and field investigations, including, but not limited to audits and investigations of partnerships, corporations, sole proprietors and LLC's (Limited Liability Companies)</li> </ul>								
10%	3. Prepares and organizes work schedule based on audit assignments from supervisor								
	<ul> <li>Analyzes audit issues based on the type of audit assignment</li> <li>Utilizing an agency supplied PC and/or laptop, research current agency records in agency systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax</li> <li>Sends notices to employers and communicates with each assigned employer and/or employer legal representative to confirm appointments and locations</li> <li>Works in accordance with agency procedures and guidelines to locate employers who do not respond to the initial appointment attempts</li> </ul>								
10%	Completes computer audit reports, assembles any relevant exhibits and submits completed audits to supervisor  Percentage to and receives discrepancies for any audits returned by supervisor.								
	Responds to and resolves discrepancies for any audits returned by supervisor								
10%	5. Locates delinquent employers who have not responded to the initial appointment attempts, in accordance with agency procedures and guidelines								
	<ul> <li>Furnishes agency Collections staff with wage and tax delinquency information on bankruptcy and other insolvency cases</li> <li>Appears at administrative hearings on cases of contested liability and protests for audit findings</li> </ul>								
05%	6. Confers with employers and/or their legal representatives to counsel them on their obligations and rights under the Illinois Unemployment Insurance (UI) Act								
05%	<ul> <li>7. Attends related meetings, training sessions and/or seminars as directed</li> <li>Keeps abreast of changes to federal and state laws, rules and regulations related to Field Audit procedures</li> </ul>								
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above								
preparing,	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and rievances for the incumbent of this position.)								
, 00	WORKING TITLE (IF ANY)								
Public Ser	vice Administrator, Opt 2 37015-44-70-253-00-02 Field Audit Supervisor								

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:											
□ Supervisor □ Lead Worker											
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.											
Position Title	Position Number	No. of Incumbents or Funded Vacancies									
N/A											
SUCCESSFUL PERFORMANCE OF	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 DEPART OF THE PROPERTY OF THE P										

#### Minimum Qualifications

- 1. Requires knowledge, skill, and mental development equivalent to the completion of four (4) years college with courses in business administration and a minimum of 12 semester hours in accounting
- 2. Requires three (3) years of professional experience in accounting, external auditing or public accounting
- 3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

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

- 1. Three (3) years of experience utilizing knowledge of accounting and auditing theories, methods and procedures, including laws, rules, and regulations relating to Government accounting and auditing procedures, to perform complex audits
- 2. Three (3) year of experience utilizing knowledge of and working with the provisions of Unemployment Insurance laws
- 3. Three (3) year of experience evaluating employer accounting practices and systems to analyze and interpret complex auditing records and presenting findings in a clear and concise manner
- 4. Three (3) year of experience working with tax software systems to perform audits; examples of applicable tax software systems include but are not limited to: GenTax and MyTax Illinois
- 5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
- 6. Experience speaking to various groups to convey policy and procedures related to taxes and audits in a manner easily understood by diverse audiences

#### 20. CONDITIONS OF EMPLOYMENT

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

# 21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <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 Senior Tax Auditor. This position will independently conduct complex audits of employers' original books and records for compliance with the Unemployment Insurance (UI) Act. Responsibilities include traveling to employer worksites to collaborate with other audit staff on large audits and conducting on-the-job training to provide junior staff with knowledge, skills, and expertise. This position provides a great opportunity for someone who has a several years of experience in conducting employer tax audits and who has extensive knowledge of the UI act and its application. The ideal candidate for this position will have excellent organizational skills, strong interpersonal skills, and at least three years of experience performing complex, large-scale employer tax audits. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Rover Devaugh by Mark Downson 1/18/2024		Raymond Harchiori by yolm	10/01/2023

Approved Template for Position Title: Employment Security Tax Auditor 2- 13682 Spanish

**Agency**: IDES

**Date Approved**: 7/27/2023 **HRT Approval**: Penny Christian

**Classification Approved By:** Chris Nickols

Date Locked: 8/4/2023 Locked by: Chris Nickols Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA	_	TION TITLE ION CODE	2. POSITION NUMBER							
EXISTING POSITION												
NEW/REVISED POSITION					1385	13851-44-40-200-05-31						
Executive 1	State Monitor Advocate	29		SS	13851-44-40-200-10-31							
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	EXMT 6. WORK		8. AUDIT		9. OFFICE USE				
EXISTING POSITION												
NEW/REVISED POSITION								11/16/22 - PNC				
IL Department of Employme Security	nt Business Services	Business Services			1	F	₹					
10. SECTION	11. UNIT	11. UNIT					12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION					☐ MA021 ESTABLISH 06/16/2			06/16/2022				
					☐ MA022 EXEMPT CODE CHANGE							
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE						
Intra-Agency Coordination	State Monitor Advocat	e Prograi	m	☐ MC026 CLARIFY								
14. WORK LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE								
EXISTING POSITION				☐ MD021 A	ABOLISH	4						
				☐ MC149 [	MC149 DOWNWARD REALLOCATION			LLOCATION				
NEW/REVISED POSITION	RC062		N	☐ MC150 LATERAL REALLOCATION								
Springfield, IL	NGU02		IN	☐ MC158 UPWARD REALLOCATION								

Position # Page 1 of 6

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

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

Position # Page 3 of 6

farmworkers

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
	<ul> <li>Collaborates with agency management in identifying and resolving issues and proposing system improvements</li> <li>Monitors to ensure that complaint system logs are transmitted to relevant federal agencies and/or other authorities in accordance with state and federal law</li> <li>Monitors follow-up on violations forwarded to federal agencies</li> </ul>										
05%	<ol> <li>Keeps abreast of current federal regulations related to employment of migrant and seasonal farmworkers</li> </ol>										
	<ul> <li>Conducts research on proposed changes to regulations and evaluates impact on agency programs</li> <li>Attends and participates in training from the U.S. Department of Labor's Regional Monitor Advocate and National Monitor Advocate, as directed</li> <li>Travels to perform these duties</li> </ul>										
05%		8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above									
preparing, c			ble for assigning and reviewing work, nmending and imposing disciplinary action and								
			WORKING TITLE (IF ANY)								
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☐ 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											
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.										
<ul> <li>Minimum Qualifications</li> <li>Requires knowledge, skill and mental development equivalent to completion of four (4) years of college, preferably with courses in business or public administration</li> <li>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</li> </ul>											

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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3. AGENCY Existing Position		-	4. BUREAU/ DIVISION			CODE	COUNTY	7. A/I AUTH	8.AUDIT	USE		
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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	RE A	SENCY HEAD	GIGNAT	TE /			DATE		
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16. (CONTINUE	D)			· · · · · · · · · · · · · · · · · · ·								
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
15%	4.	4. Researches, analyzes, interprets and applies the laws, rules, regulations, procedures, and administrative and judicial decisions affecting the matters at issue, and consults with supervisors when and as necessary. Researches Board of Review ad court precedents in preparation for preparing decisions and for monthly training and review meetings for Referees assigned to the Board of Review.										
10%	5.	statement of facts a reasons for all cond	epares for the Board of Review a recommended draft decision which consists of a clear and concise atement of facts and law, an explanation of the application of the statutory provisions to the facts, asons for all conclusions, and a ruling with respect to every issue that affirms, modifies, reverses or mands the case with instructions as may be appropriate.									
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 ases, 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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SUPE	RVISOR	OR LEAD W	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								
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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	I F	T w	ORKING TITE	F (IF ANY)	BILINGU	AL POS	ITION TITLE	2. POSI	TION NU	MBFR					
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Office Adminis	strator 4			29 SS1 <del>29994-44-08-420-</del>						<del>120-3</del>					
3. AGENCY				4. BUREAU	/ DIVISION	707			5. EXMT CODE	6. WORK COUNTY	7.A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position				22311 -									11/16/22 PNC		
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IL Dept of Em	ployment	Security		11. UNIT	vices/ Appe	ais			12. TRAN			3. EFFECTIV	/E DATE		
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		implements o				•		•		_			•		
		•		ord of public inquiries related to appeals cases; interprets and explains processes							cesses				
90	;	and procedur	es.												
10%	3. Prepares case files and related documentation and physical evidence for benefit appeals; utilize									zes					
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10%	4.	deadlines for work	projects; using a PC and tains inventory of office s	l agency s	upplied software con	nitors priorities and tracks npiles statistical reports of inates orders for new
10%	5.	Provides guidance reassigns staff to mapproves time off; abreast of changes coordinates the impact of the state of the sta	riews and evaluates the valuates and training to assigned neet day-to-day operating prepares and signs perform in policy, procedures an olementation of corrective numbers of the process	staff; cou g needs; e rmance e id progran e action; c	nsels staff regarding establishes annual go valuations. Conducts n operations. Discus conducts pre-disciplin	pals and objectives; meetings to keep staff uses problem areas and mary meetings under the
10%	6.	and make recomm personnel to correct	endations for annual proj	gram goal nformatio	s and objectives; cor n for administration o	problems, propose solutions of the Illinois Unemployment als.
10%	7.	personnel seeking regarding policies a	information and assistan	ce on pen s and revi	iding appeals; providiews case files to ans	mental agencies and IDES es information to claimants swer inquiries from walk-ins st or need interpretive
05%	8.	Performs other dut enumerated above	ies as required or assign	ed which a	are reasonably withir	the scope of the duties
conducting	g and sign		MEDIATE SUPERVISOR (Ruations; effectively recomme			ewing work, preparing, action and adjusting grievances
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PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SING	CE THERE	ARE NOW SEVERAL	FOR THE SUCCESSFUL 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.



# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1 POSITION TITE	F		VA/6	ORKING TITLE (IF ANY)	Т	BILINGUAL	POSIT	ION TITLE	2. POSI	TION NU	MBER	-	
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New/Revised Position													
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New/Revised Position				Legal Services/ Bo	ard of	Review			0	016	Υ	R	
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DIRECTOR OF C	Section   Sect	DATE											
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CMS-104 (Rev. h.f.)	AND THE	10/294/2 <sub>3</sub> 1	L		31/					10		1 [	
	11/15	114		<u>.</u>		· .	1	<i>,</i>					

16. (CONTINUE				
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)	
10%	reviews for accurac processing; resolve	ey 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 employe	:e
05%	<ol><li>Performs other duti defined.</li></ol>	es as required or assigned that are	e reasonably within the scope of those previou	sly
: '				
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SUPE	<del></del>			
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	
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n/a	Position Title	Position Number	No. of Incumbents or Funded Vacancie	<u> </u>
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Requires kno	owledge, skill and mental dev	velopment equivalent to the complete of office practices and procedure	etion of high school and two years of office es; composition, grammar and spelling, includ	ina
legal termino	logy. Requires the ability to	use and operate complex compute	erized systems on mainframe, to use a PC with	h
software pro	grams (including but not limit	ted to MS Word, Excel, PowerPoin	t and Outlook), peripheral computer equipmen	ıt,
and telephor maintain cor	ne systems. Hequires the abi Ifidentiality of documents and	inty to work within short timeframes I case information: and the ability to	; make decisions independently; work with an type accurately at 45 wpm. Requires the abi	d litv
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# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TIT	IF	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2 POS	TION NU	MRER		
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	e Administrator		29	SS1	22	392			9. OFFICE
3. AGENCY Existing Position		4. BUREAU/ DIVISION			CODE		AUTH	7ICUA.8	3/1/2020 -
	V 10 01 01 01								update to subord, and A/I
New/Revised Position IL Departmen	t of Employment Security	Administration/ Human Resource Mana	gement		37015-44-06-330-0  37015-44-16-500-0  37015-44-16-500-0  5. EXMT		R   code   11/16/22 - U   subords. Pt		
10. SECTION		11. UNIT				13	13. EFFECTIVE DATE		
Existing Position			,					03/01/	/2015
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Recruitment &	Selection			Rutan	□ MC0:	22 EXEM	T COD		
14. WORK LOCA	TION	15. BARGAINING/TERM COL	DE	Exempt	MC0	26 CLARII	Y		
Existing Position									
New/Revised Position		-		=			REALLOCA	ATION	
Chicago, IL		RC063		N	☐ MC15	0 LATER	AL REA	LLOCATIO	ON .
% OF TIME	16. COMPLETE CURRENT AN	D ACCURATE STATEMEN	T OF PO	SITION ESS				LLOCATIC	, N
20% 15%	programs, policies and proce the provisions of the "Rutan" policy; works with managers Establishes and maintains et public organizations.  1. Organizes, plans, exec Resource Managemen procedures; directs sta projects; interprets pro- assure they are being a decree, Personnel Rule	edures governing recruitments. Republican Party of II is to develop and coordinated fective working relationship to the second of the second o	nent and linois" jurite emploings utilizates the ects the items and tablishes with the cy policies subordina	selection as dicial decre- byment sele- ting Spanish Recruitment implementa implementa is goals and e provisions is and any coate staff; ser	s it relate; explaction evolved the series of the series o	tes to the ins and valuation she skills ection section section section section section descruitmes and PRutan vated rules working	e adminterpositions and superior and superio	orets proces. orivate a of the les and a Selections plan publican d regula	on of ogram  and  Human  ion ns to n Party" ations.
15%	Provides guidance and staff to meet day-to-da prepares and signs per policy, procedures and implementation of corresupervision of a non-ur.  3. Develops the operation agency. Designs procedures.	I training to assigned staff y operating needs; estable formance evaluations. Or program operations. Dis- ective action; when appro- nion supervisor to provide n of appropriate employment edures and processes to	f; counse ishes an onducts cusses p priate, c relevan ent interv impleme	els staff regarnual goals a meetings to problem area onducts pretinformation viewing and nt a workab	arding wand objet keep sas and condition or ass	vork per ectives; taff abre coordinatinary me sistance. ment tec wide pla	forma appro east of tes the eeting chniquan for	nce; rea ves tim f chango le s under es for the	e off; es in the he
DIRECTOR OF CI	Implements and evalua and federal regulations to assure needed servi	s and maintains interview ates operational policy and relative to the agency's horses are developed and support of the supervisor signature.	d proced niring pra upplied in	lu <mark>res des</mark> igr actices. Wo	ned to a rks with nd effici	ssure co agency ent mar	mplia mana	ance wit agemer	th state
Diffuer 1	apseov. III. III.	1 4 2015	////						

16. (CONTINU	- D)		
% OF TIME		D ACCURATE STATEMENT OF POSITI	ON ESSENTIAL FUNCTIONS (Continued)
15%	Establishes and mand public organization recruiting applicant to recruit protected.	aintains effective working relation ations. Develops, promotes and f ts for under-utilized positions. Pa	nships utilizing Spanish/ English skills with private acilitates job placements for the Department by rticipates in outreach activities specifically designed firmative action groups, including African-American,
10%	completes candida appropriate Rutan	te evaluation forms, determines or procedures are followed and doc	on interview panel; scores candidates' interviews, candidate to be selected; monitors to ensure numents are completed accurately. Using the lities of candidates applying for Spanish language
10%	procedural review of accepting and / or transmitting bidders	of processing requests to post an rejecting requests to post. Ensur	and filling of vacant positions. Directs the and fill vacant positions. Establishes criteria for res that the procedures for categorizing and ers in accordance with Personnel Rules, labor es and regulations.
05%	recruitment activitie	es. Prepares and distributes liter	ent programs and related community based ature regarding the hiring process. Discusses the Prepares reports reflecting status of recruitment
05%	and procedures or	related human resource manage	essions or meetings to inform staff on hiring process ement processes; provides advice and instruction to eminar sessions in agency offices statewide.
05%	Performs other dut enumerated above	,	n are reasonably within the scope of the duties
conductir			ible for assigning and reviewing work, preparing, and imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
SPSA. Opt	40070-44-16-000-00-01		Manager of Human Resource Management
, ,	HE APPROPRIATE BOX IF TH	HIS POSITION IS A:	
⊠ SUPE	RVISOR OR LEAD	WORKER	
NOTE: S	Supervisory or lead worker re	sponsibilities <u>must</u> be described i	in a detailed duty statement(s) with a
t	ime percentage(s) allotted.		
headcou		title, position number, and number (	of subordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
	urces Specialist	•	19693-44-16-500-00-01, 00-51
Human Reso	urces Representative	<del>19692-44-16-500-10-01, -10-5</del> 1	19692-44-16-500-00-01, 00-51 1 <b>- 3</b>

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

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

471. POSIT	ION TITLE	WORKING TITLE (IF ANY)	BILING			ION TITLE	2. PO	SITIC	N NC	IUMBER
EXISTING PO		,	COD	)E	OPTIC	ON CODE				
NEW/DEV/ICE	2 DOCITION									
NEW/REVISEI		Unemployment Insurance (UI) Benefit Refunds				SS	47003	-44-2	22-5	00-70-31
UI Adjudica	ator 3	Specialist	29				47003	3 <b>-44-</b>	<del>22-</del>	<del>570-10-31</del> -
3. AGENCY	,	4. BUREAU/DIVISION		E	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΝT	9. OFFICE USE
EXISTING PO	SITION									
NEW/REVISE	D POSITION									11/16/22 - PNC
IL Departm Employme		Service Delivery/ UI Pro	ograms		0	016	2	F	?	
10. SECTIO	N	11. UNIT				12. TRANS	ACTION		13. DA	EFFECTIVE TE
EXISTING PO	SITION					☐ MA021 E	STABL	ISH		08/01/2022
		Refunds & Adjustments	3			☐ MA022 E	EXEMPT	COD	E C	HANGE
NEW/REVISEI									JMBE	ER CHANGE
Benefit Pa	yment Control	Refunds and Adjustmer	nts			⊠ MC026				
14. WORK I	LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMF		☐ MC027 A CHANGE ☐ MC028 \				
EXISTING PO	SITION					☐ MD021 A				)
			RC062 N			☐ MC149 DOWNWARD REALLOCATION☐ MC150 LATERAL REALLOCATION				ALLOCATION
NEW/REVISE	O POSITION	RC062								CATION
Chicago, II	_	110002				☐ MC158 U	JPWARI	D REA	ALLC	CATION
% OF TIME	16. COMPLETE	CURRENT AND ACCURATE	STATE	MENT	OF PC	OSITION E	SSENT	IAL F	UNO	CTIONS
35%	Benefit Re	ection, functions independen funds Specialist in research for the Illinois Department of	ing, ana	alyzin	g and	making m	ulti-cla			
	benefii Treasu cards	es in the most complex reviet overpayments from various ary Offset Program (TOP), Seand other state offset progrates information in order to revals	recove tate Co ims	ery me mptro	ethods ller re	, including payment a	g but no agreem	ot lim nents	nited s, ch	I to the ecks, credit
35%	2. Analyzes	and completes all assigned	claiman	t reco	upme	nt transfei	s			
	inform	vs and analyzes information ation presented by agency s gency and/or external datab	taff, clie				•			

Position # Page 1 of 4

% OF								
TIME	16. COMPLETE CURF	RENT AND ACCURATE STATEM	ENT OF POSITION ESSENTIAL FUNCTIONS					
	System (IBIS      Approves va      Communical collections, related to re-	S) and GenTax, to examine released overpayment credits and refetes and confers with supervisor rejections of overpayment credits coupments						
20%	Provides guidan procedures.	ce and assistance on specific a	and general recoupment information and					
	adjustments	to agency staff, clients and oth	•					
	recoupments • Explains Illin	<ul> <li>Confers with agency local office staff and/or other agency components to discuss pending recoupments</li> <li>Explains Illinois law and regulations impacting on inquiry or problem, including but not limited to claimant and/or employer rights and agency responsibilities</li> </ul>						
	<ul> <li>Confers with staff to certif accounts</li> </ul>	Department of Innovation & Te y guidelines and procedures af	echnology (DoIT) staff and/or relevant agency fecting overpayment activities of claimant who request or need interpretive services					
05%	Attends mee	of new developments related to etings, training, seminars and coerform these duties	Benefit Payment Control (BPC) programs					
05%	5. Performs other of duties enumeral		which are reasonably within the scope of the					
preparing,	ION TITLE AND NUMBE	R IMMEDIATE SUPERVISOR (Re erformance evaluations; effectively	sponsible for assigning and reviewing work, recommending and imposing disciplinary action and					
aujusting gi	nevances for the incumbe	ent of this position.)	WORKING TITLE (IF ANY)					
	27045 44 22 522 5	10.04	Unemployment					
DSV 024	<b>37015-44-22-500-7</b> 1 <b>37015-44-22-570-</b>		Insurance (UI) Benefit					
PSA, Opt.			Refunds Manager					
18. CHECK	THE APPROPRIATE B	OX IF THIS POSITION IS A:						
☐ Supervis	sor   Lead Worker							
			cribed in a detailed duty statement(s) with a time title, position number, and number of					
percentag		rized funded headcount.	and, poolition named, and named of					
percentag subordina			No. of Incumbents or Funded Vacancies					

Position # Page 2 of 4

Position Title	Position Number	No. of Incumbents or Funded Vacancies

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

#### Minimum Qualifications

1. Requires knowledge skill and mental development equivalent to completion of four (4) years of college with major courses in the social sciences and two (2) years of professional experience in investigation and analysis, business, labor or industrial relations or business mathematics; OR

Requires six (6) years of experience in investigation and analysis, business, labor or industrial relations, or business mathematics with three (3) of the years at the professional level; OR

Requires three (3) years of progressively responsible experience as a Bureau Adjudicator or Intermittent Unemployment Insurance Representative.

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

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

- 1. Four (4) years of professional experience applying unemployment insurance (UI) laws to determine benefit eligibility
- 2. Two (2) years of professional experience applying overpayment recoveries to accounts
- 3. Experience utilizing tax software to examine financial records; examples of applicable tax software systems include but are not limited to: GenTax and MyTax Illinois
- 4. Experience requiring extensive knowledge of unemployment insurance (UI) legislation as it relates to benefit claims
- 5. Experience organizing and analyzing pertinent information to determine unemployment insurance (UI) claimant benefits
- 6. Professional experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
- 7. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

#### 20. CONDITIONS OF EMPLOYMENT

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

Position # Page 3 of 4

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 Unemployment Insurance (UI) Benefit Refunds Specialist. This position will utilize a variety of methods to collect benefit overpayments received from overpayment recoveries and utilize knowledge of the Illinois UI Act and the UI benefit claims taking and adjudication process to apply credits and refunds to client accounts. Responsibilities include determining claimant benefit eligibility to apply overpayment credits and approve refunds, responding timely to address inquiries related to overpayment credits and refunds, and resolving problems related to processing of overpayment recoveries. This position provides a great opportunity for someone who has a strong knowledge of UI laws and regulations and fraud investigative techniques and is dedicated to determining accurate unemployment insurance benefit claims. The ideal candidate for this position will have excellent organizational skills, extensive knowledge of the Illinois UI Act and the UI benefit claims taking and adjudication process, and extensive experience determining claimant eligibility. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
anthony Pascenter 8/2	3/2022	Knistin Richard by John	07/26/2022
of Supremy			

Position # Page 4 of 4

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Existing Position	LE	vvc	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSI	TION NUN	<b>IBER</b>		
		- WHILE					44-70-3		I-31	
New/Revised Position				29	SS		44-70-43 44-72-1			
<u>Ul Revenue A</u> 3. AGENCY	malyst Z	<u> </u>	4. BUREAU/ DIVISION			5 EXMT	6 WORK	7 A/I	8 AUDIT	9 OFFIC
Existing Position	_		a strained			CODE	COUNTY	AUTH		12/01/21
New/Revised Position			_							
	nt of Employment S	ecurity	Revenue			0	016	2	R	E DATE
10. SECTION  Existing Position			11. UNIT			CODE	SACTION	14	B. EFFECTIV	/E DATE
Employer Re	norting	1							10/16/	/2020
lew/Revised Position	JOI LING			laia			04 50745	<u></u>		
mployer Ser	vices		Employer Account Anal	ysis ———	1 8 4	] □ мсо	21 ESTAE 22 EXEM	PTCO		
4. WORK LOCA	TION		15. BARGAINING/TERM COI	DE	Rutan Exempt		24 POSIT 26 CLAR		IMBER CH	ANGE
kisting Position							27 ADDΠ 28 WOR			
ew/Revised Position		_					21 ABOLI 49 DOWI	SH		
hicago, IL			RC062		N	☐ MC1	50 LATER	RALRE	ALLOCATI	ON
OF TIME	16. COMPLETE CU	JRRENT A	ND ACCURATE STATEME	NT OF PC	SITION ESS				ALLOCALI	
25%	1. As a senior levanalysis of emanswers compassearches araccounts incluissues with var	terpretive vel analys ployer recolex inquir nd analyz uding but r rious emp	ot, performs complex UI Records submitted to determines regarding liability and describes records and document not limited to accounts involver reports, including but	evenue em ine liability complianc s. Resolve olving com ut not limite	nployer according to the conference of the confe	unt mair stributior advance ms by m essor / s ubmitted	itenance is and fii d knowle aking ac uccesso d through	activi nancia edge o ljustm r acco	ities and il status; if the UI. ents to e ounts. Re Tax; utili	deta Act.
	resultof non-c	evaluates complianc ems with t	terized systems to perforr the remittance submitted e with the UI Act; determir he Department. Utilizes S	and deteri nes relevar	mines the ac nt functional	curacy o	of the per when the	nalty a	ssesse loyerha	izes a ct d as a s
20%	result of non-congoing proble interpretive se  2. Provides technand/or their repand methods or representative following estal variables to the Internal Reven	evaluates compliancems with the rvices. nical assist presentation determines of curre blished preemployed employed aue Service	the remittance submitted e with the UI Act; determin	and deterines relevant panish land the UIA dence and crediting protest pexplains the quiries fro offication of	mines the ac nt functional nguage to ass act, agency p for in person payments; in rocedures. he impact of the employer f agency held	curacy of referral values of the second of the state of t	of the perwhen the ts who re d proced ns required process do not be to em experied their rep	nalty a emp eques dures remer s and/o ploye ence fa oreser	assessed loyer had to employer the or their or their or their actor and tatives a	izes a ct d as a s d oyers e UI Ac otests d othe
	result of non-congoing proble interpretive se  2. Provides technand/or their repand methods or representative following estal variables to the Internal Reven	evaluates compliancems with trvices. nical assis presentation of determines of curre blished pre e employanue Servicessist client	the remittance submitted with the UI Act; determine the Department. Utilizes Setance and advice regarding contribution rate and account status and/or occedures and guidelines; er tax rate. Responds to ince (IRS) regarding the cert	and determes relevant panish land dence and crediting property pexplains the quiries from the control of the co	mines the ac nt functional nguage to ass act, agency p for in person payments; in rocedures. he impact of the employer f agency held	referral sist clien colicy an Explai forms er Respond the state s and/or d UI tax r	of the perwhen the ts who re ts who re ts who re ts who re ts who re ts who re their represents.	dures remers and/o ploye ence fa oresen Utilize	assesse loyerha at or nee to emplo ats of the or their rrate pro actor and atatives a es Spani	izes a ct d as a s d oyers e 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				
<b>.</b>	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	BCS) and Benefit Funding System (BFS); employer's rights and obligations related to unemployment insurance contributions.							

Requires working knowledge of mathematical concepts. Requires ability to communicate effectively, both orally and in writing; gain and maintain effective working relationships with agency employees, employers and the public; effectively organize and analyze pertinent information for provision of collection and/or accurate allocation of contributions. Requires the ability to use a PC and related software packages such as word processing and spreadsheets, database management, e-mail, the Internet and computerized agency systems, including but not limited to GenTax, IBIS, BCS and BFS. 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 TITLE WO		VORKING TITLE (IF ANY)  BILINGUAL CODE		POSITION TITLE OPTION CODE		2. POSITION NUMBER					
EXISTING POSITION											
NEW/REVISED POSITION  UI Special Agent	(1)		29			SS		47096-44-04-700-11-3			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION											
IL Department of Employment Security		Financial Operations/ QACR		0	016	2	F	3			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION						☐ MA021 ESTABLISH 03/16/2023					
						☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE					
Admin Planning		Benefits Accuracy Measurement				☑ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM RUTA		RUTAN EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH				ONT I OHANGE		
							49 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				<u> </u>		☐ MC150 LATERAL REALLOCATION				CATION	
Chicago, Illinois		RC062		N		☐ MC158 UPWARD REALLOCATION					

% OF	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	Under direction, serves as an Unemployment Insurance (UI) Benefits Accuracy Auditor for the Illinois Department of Employment Security (IDES)      Performs audits of a highly complex, consitive nature for the Repolits Accuracy.
	<ul> <li>Performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement (BAM) unit of IDES to assess the propriety of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL)</li> </ul>
	<ul> <li>Detects UI overpayments, fraud and other violations of state and federal laws</li> </ul>
	<ul> <li>Conducts intensive audit interviews with claimants selected by the DOL random audit program</li> </ul>
	<ul> <li>Assesses and evaluates all factors relevant to the Illinois UI Act and DOL procedures which could or have affected claimant eligibility for UI benefit certification and/or adjudication processes</li> </ul>
	<ul> <li>Determines whether federal and state laws and policies were followed uniformly by claimants, employers, employer representatives, agency staff and/or interested third parties</li> </ul>
	<ul> <li>Analyzes agency documents and/or electronic records to determine what data relevant to benefit eligibility must be further investigated to complete each audit</li> </ul>
	Travels to local and/or regional offices as directed in the performance of duties, with some
	<ul> <li>overnight stays</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
15%	Conducts in-depth audits to determine accuracy of monetary determinations issued to claimants
	<ul> <li>Utilizing a PC and relevant software, uses the definition of base period specified in the Illinois Unemployment Insurance (UI) Act and information from benefit payroll records to calculate the weekly benefit amount and number of weeks claimants were eligible to receive UI benefits and evaluate results against actual monetary determinations issued</li> <li>Enters investigative findings into audit case files and agency, state and/or federal computerized systems including but not limited to the U.S. Department of Labor (DOL) quality control statistical survey database</li> </ul>
15%	Conducts in-depth audits of the last employing employer for each selected claimant to determine the reason the claimant was separated from employment
	<ul> <li>Determines whether claimants met all criteria for Unemployment Insurance (UI) benefit eligibility established by state and federal policies and guidelines and the Illinois UI Act</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
15%	4. Utilizing guided questions and other U.S. Department of Labor (DOL) recommended investigative techniques, procedures and methodology, interviews and interacts with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to Unemployment Insurance (UI) benefit payments and develop additional audit leads

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul> <li>Contacts employers to verify the accuracy of claimant search for work according to state and federal policies and the Illinois UI Act</li> <li>Secures documentation to determine the validity of non-monetary determinations</li> <li>Audits claimants' dependencies to determine accuracy of payments</li> <li>Obtains records including but not limited to birth, marriage, death and/or divorce records to determine the extent to which each claimant contributed to the support of the dependent(s) claimed</li> <li>As directed, travels in the performance of duties, with some overnight stays</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
15%	5. Utilizing a PC and relevant software, including but not limited to Microsoft (MS) Office Suite and Adobe Acrobat, prepares a written determination and/or decision for each audit which states the relevant facts, summarizes the evidence and testimony, states the reasoning leading to a conclusion which sets forth the provision of the law violated or misapplied if any, and the applicable disqualification prescribed by the Illinois Unemployment Insurance (UI) Act
05%	<ul> <li>6. Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal Unemployment Insurance (UI) Act</li> <li>Explains evidence, findings, and relevant issues to all parties</li> </ul>
05%	<ul> <li>7. Prepares Benefits Accuracy Measurement (BAM) audit case files</li> <li>Compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database</li> <li>Collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the Unemployment Insurance (UI) Program as required by the federal Improper Payments Information Act (IPIA)</li> <li>Prepares reports of findings</li> <li>Makes recommendations to improve Illinois Department of Employment Security (IDES) interviewing, adjudication and payment processes related to UI benefits</li> </ul>
05%	<ul> <li>8. Keeps abreast of new developments in laws, rules, and regulations relevant to Benefits Accuracy Measurement (BAM)</li> <li>Attends and participate in training, workshops, and/or U. S. Department of Labor (DOL) mandated peer reviews of case files</li> <li>Travels in the performance of duties, with some overnight stays</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

		ole for assigning and reviewing work, nmending and imposing disciplinary action					
		WORKING TITLE (IF ANY)					
Public Service Administrator, Opt							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervisor ☐ Lead Worker							
	as checked above, list position title, po	n a detailed duty statement(s) with a time osition number, and number of					
Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A							
SUCCESSFUL PERFORMANCE OF	SKILLS, ABILITIES, LICENSURE OR CE THE WORK OF THIS POSITION. NOTI ES AND LICENSURE OR CERTIFICATION" CAN NO LONGER BE USED.	E: SINCE THERE ARE NOW SEVERAL					
Requires knowledge, skil with major courses in Burel 2. Requires three (3) years adjudication work involve 3. Requires ability to speak	<ol> <li>Minimum Qualifications</li> <li>Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration</li> <li>Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process</li> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients</li> </ol>						
Preferred Qualifications (In Order of Significance)  1. Experience investigating unemployment insurance claims 2. Experience compiling and analyzing complex records 3. Two (2) years of experience with auditing and reviewing unemployment insurance claims 4. Two (2) years of experience with creating summary reports of investigative findings on audited claims 5. Experience preparing and entering information into U.S. Department of Labor (DOL) computerized systems 6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel							
20. CONDITIONS OF EMPLOYMEN	Т						
Requires ability to travel,     Requires an Illinois State	with some overnight stays Police background check and self-di	sclosure of any criminal history					

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Unemployment Insurance (UI) Benefits Accuracy Auditor. Responsibilities include performing audits, interviewing claimants, and detecting Unemployment Insurance (UI) overpayments, fraud, and other violations of state and federal laws. This position provides a great opportunity for someone who has a strong knowledge of the UI Act and U.S. Department of Labor (DOL) procedures pertaining to UI benefits and is dedicated to ensuring compliance with federal and state laws and policies. The ideal candidate for this position will have extensive experience conducting audits and analyzing agency documents to determine data relevant to UI eligibility. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

## 22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 3/29/23		Raymond Harchion by your	03/15/2023

471. POSITION TITLE	WOI	RKING TITLE (IF ANY)	BILING			ON CODE	2. PO	SITIC	N NC	IUMBER	
EXISTING POSITION											
NEW/REVISED POSITION  UI Special Agent	Frau Age	aud Investigations				SS		47096-44-22-500-20-31			
3. AGENCY	4	4. BUREAU/DIVISION			5. EXMT CODE	EXMT 6. WORK		7. A/I 8. AUTH AUDIT		9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION  IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs		0	016	2	F	₹			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE					
EXISTING POSITION						☐ MA021 ESTABLISH ☐ 03/01/2023 ☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE					
Benefit Payment Control	1	Investigations Unit I				☐ MC026 CLARIFY					
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMP		MPT CHANGE					
EXISTING POSITION						☐ MC028 WORK COUNTY CHANGE					
					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			LLOCATION			
NEW/REVISED POSITION					☐ MC150 LATE			ERAL REALLOCATION			
Chicago, Illinois		RC062		[	N	☐ MC158 UPWARD REALLOCATION				CATION	

% OF	46 COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	<ul> <li>Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES)</li> <li>Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state</li> <li>Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination</li> <li>Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly, and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations</li> <li>Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<ul> <li>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed</li> <li>Compiles, analyzes, and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations</li> <li>Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public</li> <li>Develops and pursues leads</li> <li>Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures, and methodology</li> </ul>
20%	<ul> <li>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</li> <li>Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes, and collection notices</li> <li>Answers questions concerning wages and employment</li> <li>Provides general information and status of investigations</li> <li>Explains appeal rights to the public</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>

% OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	<ul> <li>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</li> <li>Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs</li> <li>Coordinates storage and/or maintenance of administrative documents and/or other evidence</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<ul> <li>Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies</li> <li>Prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois</li> <li>As directed, appears before the Grand Jury to establish probable cause, and testifies in court as to the validity and applicability of the evidence presented</li> <li>Travels in the performance of duties</li> </ul>
05%	<ul> <li>7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel</li> <li>Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules, and regulations</li> </ul>
05%	<ul> <li>Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments</li> <li>Attends related meetings, training sessions and/or seminars as directed</li> <li>Travels in the performance of duties</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

2. Requires ability to travel

17. POSITION TITLE AND NUMBER IN preparing, conducting, and signing performed and adjusting grievances for the incumb	ormance evaluations; effectively recon	ole for assigning and reviewing work, nmending and imposing disciplinary action				
		WORKING TITLE (IF ANY)				
Public Service Administrator, Opt. 1	37015-44-22-500-20-01	Fraud Investigations Manager				
18. CHECK THE APPROPRIATE BOX	IF THIS POSITION IS A:					
☐ Supervisor ☐ Lead Worker						
NOTE: Supervisory or lead worker repercentage(s) allotted. If a box was subordinate incumbents or authorized	checked above, list position title, pe	n a detailed duty statement(s) with a time osition number, and number of				
Position Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A						
SUCCESSFUL PERFORMANCE OF THE	HE WORK OF THIS POSITION. NOTI AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE				
Minimum Qualifications						
<ol> <li>Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration</li> <li>Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process</li> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients</li> </ol>						
Preferred Qualifications (In Order of	Significance)					
		ent insurance laws to determine benefit				
2. Two (2) years of experience	interviewing unemployment insura ty for unemployment insurance (UI	nce (UI) claimants and/or employers to ) benefits				
		ocedures in a manner easily understood				
	t Office Suite products, including C	outlook, Word, and Excel				
20. CONDITIONS OF EMPLOYMENT						
Requires an Illinois State Po	olice background check and self-di	sclosure of any criminal history				

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, conducting intensive investigatory interviews, preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties, and reviewing appealed decisions. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 3/17/23		Raymond Harchiori by yolki	02/11/2023

1. POSITION TITLE	WORKING TITLE (IF ANY	) BILING			TION TITLE ON CODE	2. PO	SITIC	N N	IUMBER	
EXISTING POSITION										
NEW/REVISED POSITION  UI Special Agent	Fraud Investigations Agent	29	9	SS		47096-44-22-500-30-31				
3. AGENCY	4. BUREAU/DIVISION			5. EXMT CODE	EXMT 6. WORK		7. A/I 8. AUTH AUDIT		9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION  IL Department of Employment Security	Service Delivery/ Unemployment Insul Programs	Unemployment Insurance		0	016	2	F	₹		
10. SECTION	11. UNIT				12. TRANS	. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION					☐ MA021 ESTABLISH ☐ 03/01/2023 ☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE					
Benefit Payment Control	Investigations Unit II	Investigations Unit II			☐ MC026 CLARIFY					
14. WORK LOCATION	15. BARGAINING/TER	RM	RUTAN		☐ MC027 ADDITIONAL IDENTICAL CHANGE					
EXISTING POSITION				☐ MC028 WORK COUNTY C		CHANGE				
					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			LLOCATION		
NEW/REVISED POSITION	DCCCC				☐ MC150 LATERAL REALLOCATION					
Chicago, Illinois	RC062		ļ	N	N ☐ MC158 UPWARD REALLOCAT				CATION	

% OF	46 COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	<ul> <li>Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES)</li> <li>Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state</li> <li>Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination</li> <li>Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly, and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations</li> <li>Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<ul> <li>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed</li> <li>Compiles, analyzes, and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations</li> <li>Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public</li> <li>Develops and pursues leads</li> <li>Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures, and methodology</li> </ul>
20%	<ul> <li>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</li> <li>Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes, and collection notices</li> <li>Answers questions concerning wages and employment</li> <li>Provides general information and status of investigations</li> <li>Explains appeal rights to the public</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	<ul> <li>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</li> <li>Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs</li> <li>Coordinates storage and/or maintenance of administrative documents and/or other evidence</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<ul> <li>6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies</li> <li>Prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois</li> <li>As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented</li> <li>Travels in the performance of duties</li> </ul>
05%	<ul> <li>7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel</li> <li>Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules, and regulations</li> </ul>
05%	<ul> <li>Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments</li> <li>Attends related meetings, training sessions and/or seminars as directed</li> <li>Travels in the performance of duties</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

2. Requires ability to travel

17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)							
		WORKING TITLE (IF ANY)					
Public Service Administrator, Opt. 1	37015-44-22-500-30-01	Fraud Investigations Manager					
18. CHECK THE APPROPRIATE BOX	IF THIS POSITION IS A:						
☐ Supervisor ☐ Lead Worker							
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.							
Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A							
SUCCESSFUL PERFORMANCE OF TI	HE WORK OF THIS POSITION. NOTI AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE					
<ol> <li>Minimum Qualifications</li> <li>Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration</li> <li>Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process</li> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients</li> </ol>							
<ol> <li>Preferred Qualifications (In Order of Significance)</li> <li>Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility</li> <li>Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits</li> <li>Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences</li> <li>Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel</li> </ol>							
20. CONDITIONS OF EMPLOYMENT							
1. Requires an Illinois State Police background check and self-disclosure of any criminal history							

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 3/17/23		Raymond Harchiori by yolki	02/11/2023



HB4295 Approval on file.

1. POSITION TITLE	WORKING TITLE (IF ANY)	_	TION TITLE 2. POSITIO			A NC	IUMBER	
EXISTING POSITION			OPI	OPTION CODE		2.1 CONTON NOMBER		
NEW/REVISED POSITION	Fraud Investigations	29		SS	47096-44-22-500-30-33			
UI Special Agent	Agent							
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	-		9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Service Delivery/							
IL Department of		Unemployment Insurance		045	2	F	7	N
Employment Security	Programs							
10. SECTION	11. UNIT			12. TRANSACTION 13. EF CODE DATE			EFFECTIVE TE	
EXISTING POSITION				⊠ MA021 03/0		03/01/2023		
					ESTABLISH			00/01/2020
					☐ MA022 EXEMPT CODE CHANGE			
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE			
Benefit Payment Control	Investigations Unit II	Investigations Unit II			☐ MC026 CLARIFY			
	15. BARGAINING/TERM	RI	JTAN	☐ MC027 /	ADDITIC	NAL	IDEN	ITICAL
14. WORK LOCATION	CODE		KEMPT	CHANGE				
EXISTING POSITION				☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION				LLOCATION
NEW/REVISED POSITION	PC062		N	☐ MC150 I	_ATERA	RAL REALLOCATION		
North Aurora, Illinois	lorth Aurora, Illinois		IN	☐ MC158 UPWARD REALLOCATION				CATION

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	<ul> <li>Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES)</li> <li>Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state</li> </ul>
	<ul> <li>Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination</li> </ul>
	<ul> <li>Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly, and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations</li> </ul>
	<ul> <li>Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment</li> </ul>
	Utilizes Spanish language to assist clients who request or need interpretive services
20%	2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed
	<ul> <li>Compiles, analyzes, and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations</li> </ul>
	<ul> <li>Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public</li> <li>Develops and pursues leads</li> </ul>
	<ul> <li>Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures, and methodology</li> </ul>
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  Appropriate questions concerning was and employment.
	<ul> <li>Answers questions concerning wages and employment</li> <li>Provides general information and status of investigations</li> </ul>
	Explains appeal rights to the public
	Utilizes Spanish language to assist clients who request or need interpretive services

% OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	<ul> <li>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</li> <li>Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs</li> <li>Coordinates storage and/or maintenance of administrative documents and/or other evidence</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<ul> <li>Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies</li> <li>Prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois</li> <li>As directed, appears before the Grand Jury to establish probable cause, and testifies in court as to the validity and applicability of the evidence presented</li> <li>Travels in the performance of duties</li> </ul>
05%	<ul> <li>7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel</li> <li>Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules, and regulations</li> </ul>
05%	<ul> <li>Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments</li> <li>Attends related meetings, training sessions and/or seminars as directed</li> <li>Travels in the performance of duties</li> </ul>
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

2. Requires ability to travel

17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)								
		WORKING TITLE (IF ANY)						
Public Service Administrator, Opt. 1	37015-44-22-500-30-01	Fraud Investigations Manager						
18. CHECK THE APPROPRIATE BOX	IF THIS POSITION IS A:							
☐ Supervisor ☐ Lead Worker								
NOTE: Supervisory or lead worker repercentage(s) allotted. If a box was subordinate incumbents or authorized	checked above, list position title, p	n a detailed duty statement(s) with a time osition number, and number of						
Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A								
SUCCESSFUL PERFORMANCE OF T	HE WORK OF THIS POSITION. NOT AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE						
<ol> <li>Minimum Qualifications</li> <li>Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration</li> <li>Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process</li> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients</li> </ol>								
Preferred Qualifications (In Order of	Significance)							
Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility								
<ol> <li>Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits</li> </ol>								
<ol> <li>Experience speaking to various by diverse audiences</li> </ol>	ous groups to convey policy and pr	ocedures in a manner easily understood						
Basic proficiency in Microsof	t Office Suite products, including C	Outlook, Word, and Excel						
20. CONDITIONS OF EMPLOYMENT								
1. Requires an Illinois State Police background check and self-disclosure of any criminal history								

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, conducting intensive investigatory interviews, preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties, and reviewing appealed decisions. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 3/17/23		Raymond Harchiori by yolki	02/11/2023

1. POSITION	N TITLE WO		ORKING TITLE (IF ANY)	BILIN	GUAL	POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION												
NEW/REVISED POSITION UI Special Agent		ollections Agent	29			SS		47096-44-22-500-60-31				
3. AGENCY	.go		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT 9. C		9. OFFICE USE	
EXISTING POS	SITION					OODL						
NEW/REVISED	POSITION											
IL Departm Employmer			Service Delivery/ UI Pro	gram	S	0	016	2	R			
10. SECTIO	N		11. UNIT				12. TRANSACTION 13. EFFECTIV DATE					
EXISTING POS	SITION						☐ MA021 E	ESTABL	ISH		03/01/2023	
							☐ MA022 E	EXEMPT	COD	E CI	HANGE	
NEW/REVISED	POSITION						☐ MC024 F	POSITIO	N NU	MBE	R CHANGE	
Benefit Pay	ment Control		Overpayment Collections				⊠ MC026 CLARIFY					
14. WORK L	OCATION		15. BARGAINING/TERM CODE	☐ MC027 ADDITIONAL IDENTIC								
EXISTING POS	NON					☐ MC028 WORK COUNTY CHANG			HANGE			
EXISTING FOO	or i ON		☐ MD021 ABOLISH									
NEW/REVISED	POSITION						_				LLOCATION	
Chicago, III			RC062		N	☐ MC150 L						
% OF		<u> </u>	DDENT AND ACCURATE O	RENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
TIME												
35%	<ul> <li>1. Under direction, serves as a Collections Agent for the Illinois Department of Employment Security (IDES)</li> <li>Performs specialized collections work relative to the recovery of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor</li> <li>Interacts with claimants, government agencies and the general public regarding overpayment collections</li> <li>Conducts repayment interviews, advising claimants and/or duly authorized representatives of legal requirement to repay</li> <li>Utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations, and procedures, establishes individual repayment agreements based on each claimant's ability to repay, the amount and type of overpayment and other circumstances</li> </ul>											
	<ul> <li>that affect repayment</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>						rvices					
25%	2. Using automated agency reports and computer systems, including but not limited to Microsoft											

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, conducts investigations to locate claimants
	Determines ability to pay in accordance with agency guidelines, evaluating factors including but not limited to current employment and estimation of assets    Description   Institute   Institut
	<ul> <li>Develops leads using external and internal resources</li> <li>Pursues leads through a variety of methods in accordance with established agency guidelines</li> </ul>
	Secures documentation
	<ul> <li>Analyzes and evaluates documentation to determine terms and conditions of repayment amounts</li> </ul>
10%	3. Initiates civil litigation on benefit overpayments
	Signs complaints prepared by the Attorney General
	<ul> <li>Presents and coordinates evidence to support civil complaints in accordance with the Illinois Unemployment Insurance Act and related Federal legislation</li> </ul>
10%	<ol> <li>Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance with applicable laws, rules, and regulations, including but not limited to Illinois Revised Statutes Chapter 15, paragraph 210.5</li> </ol>
	<ul> <li>Explains offsets to claimants</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<ol> <li>Conducts investigations requested by the Attorney General to locate claimants with litigation pending and current whereabouts unknown</li> </ol>
	<ul> <li>Consults with Attorney General Office, Illinois Comptroller's Office, and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered, or bankruptcies and garnishments filed</li> </ul>
05%	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
	<ul> <li>Utilizing a PC and automated systems, including but not limited to the Illinois Benefit Information System (IBIS), Microsoft Excel and benefit bank software, reviews and makes decisions on issues related to overpayment credits and refunds and on unidentified collections to ensure compliance with state and federal laws, rules, and regulations</li> </ul>
05%	Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments
	<ul> <li>Attends related meetings, training sessions and/or seminars as directed</li> <li>Travels in the performance of duties</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above							
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)								
			WORKING TITLE (IF ANY)					
Public Serv	ic Service Administrator, Opt. 1 37015-44-22-500-60-01 Collections Manager							
18. CHECK	THE APPROPRIATE BOX	IF THIS POSITION IS A:						
☐ Supervise	or							
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 Vacancie							
N/A								
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE								

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

## Minimum Qualifications

- 1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
- 2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
- 3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

# Preferred Qualifications (In Order of Significance)

- 1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
- 2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
- 3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
- 4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

### 20. CONDITIONS OF EMPLOYMENT

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Collections Agent. Responsibilities include performing specialized collections work to recover overpaid unemployment benefit payments, advising claimants of legal requirement to repay, and establishing repayment agreements. This position provides a great opportunity for someone who has a strong knowledge of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with federal regulations. The ideal candidate for this position will have extensive experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 3/17/23		Raymond Marchiori by yolm	02/11/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA CODE	_	TION TITLE	2. POSITION NUMBER		IUMBER	
EXISTING POSITION								
NEW/REVISED POSITION  UI Special Agent	Fraud Investigations Agent	29		SS	47096-44-22-500-80-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION  IL Department of Employment Security	Service Delivery/ Unemployment Insura Programs	ance	0	022	2	R	}	
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE CODE DATE			
EXISTING POSITION					A021 ESTABLISH 03/01/2023 A022 EXEMPT CODE CHANGE			
NEW/REVISED POSITION					☐ MC024 POSITION NUMBER CHANGE			
Benefit Payment Control	Investigations Unit III	Investigations Unit III			☑ MC026 CLARIFY			
14. WORK LOCATION	15. BARGAINING/TER CODE	15. BARGAINING/TERM RUTA		PT CHANGE				
EXISTING POSITION				☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION	DC062		NI.	☐ MC150 LATERAL REALLOCATION				
Lombard, Illinois	RC062		N	☐ MC158 l	JPWAR	D REA	ALLC	CATION

% OF	40. COMPLETE OURDENT AND ACCURATE STATEMENT OF ROCUTION FOOENTIAL FUNCTIONS
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	<ul> <li>Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES)</li> <li>Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state</li> <li>Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination</li> <li>Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations</li> <li>Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<ul> <li>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed</li> <li>Compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations</li> <li>Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public</li> <li>Develops and pursues leads</li> <li>Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures and methodology</li> </ul>
20%	<ul> <li>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</li> <li>Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices</li> <li>Answers questions concerning wages and employment</li> <li>Provides general information and status of investigations</li> <li>Explains appeal rights to the public</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>

% OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	<ul> <li>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</li> <li>Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs</li> <li>Coordinates storage and/or maintenance of administrative documents and/or other evidence</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<ul> <li>Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies</li> <li>Prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois</li> <li>As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented</li> <li>Travels in the performance of duties</li> </ul>
05%	<ul> <li>7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel</li> <li>Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines, and federal and state Unemployment Insurance laws, rules and regulations</li> </ul>
05%	<ul> <li>8. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments</li> <li>Attends related meetings, training sessions and/or seminars as directed</li> <li>Travels in the performance of duties</li> </ul>
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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	·	WORKING TITLE (IF ANY)					
Public Service Administrator, Opt. 1	37015-44-22-500-80-01	Fraud Investigations Manager					
18. CHECK THE APPROPRIATE BOX	IF THIS POSITION IS A:						
☐ Supervisor ☐ Lead Worker							
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Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A							
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.							
Minimum Qualifications							
Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration							
<ol> <li>Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process</li> </ol>							
<ol> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients</li> </ol>							
Preferred Qualifications (In Order of Significance)							
Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility							
<ol> <li>Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits</li> </ol>							
Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences							
Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel							
20. CONDITIONS OF EMPLOYMENT							
Requires an Illinois State Police background check and self-disclosure of any criminal history     Requires ability to travel							

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		Raymond Harchiori by yollw	02/11/2023