# 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,

Raymond P. Marchiori

**Acting Director** 



NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
	Employment Security Field Office	0022	
Calderon, Ruben	Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Cruz, Natalia	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Franklin-Reyes, Blanca	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Guillory, Yvette	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Lopez, Marina	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Ramos, Juanita	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Reyna, Fernando	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Szczesiak, Agnieszka	Employment Security Field Office Supervisor (ES FOS)	0013600	POLISH SPEAKING
Talis, Maria	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Valadez, Sylvia	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Aguero, Alejandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Andrade, Raul	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Arellano, Mauro	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Arroyo, Dolores	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Avila, Vereniz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Baker, Renata	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Barajas Purcell, Albertina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Barrientos, Jasmine	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Bolivar, Cruz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



	Employment Security Program		
Cabrejas, Rene	Representative (ESPR)	0013650	SPANISH SPEAKING
Castaneda, Karen	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Chavarria, Miguel	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Chavez, Horacio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cibrian, Ram	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Claudio-Katz, Lillian	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cortez, Guadalupe	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Michael	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Ramiro	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Curran, Adam	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Dabrowiecka, Renata	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
DeLeon, Antonio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Diaz, Cristal	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Fernandez, Rita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Flores, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Garcia, Maricela	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gomez, Marcial	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gontarz, Aleksandra	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Gutierrez, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Beatriz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



	Farala was at Casacita Basacia		
Hernandez, Jeannette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Tiernanaez, Jeannette	Employment Security Program	0013030	STANISH STEAMING
Huerta, Bertha	Representative (ESPR)	0013650	SPANISH SPEAKING
,	Employment Security Program		
Illanas, Paul	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Isais, Olga	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Janos, Andrea	Representative (ESPR)	0013650	SPANISH SPEAKING
141 171 6	Employment Security Program	0042550	CDANUGU CDEAUING
Khalil, Sandra	Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Lauren	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Lauren	Employment Security Program	0013030	SPAINISH SPEAKING
Lopez, Leticia	Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Letiola	Employment Security Program	0013030	STATION STEAMING
Luciano, German	Representative (ESPR)	0013650	SPANISH SPEAKING
,	Employment Security Program		
Luevano, Myra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Marquez, Andres	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Martinez, Araceli	Representative (ESPR)	0013650	SPANISH SPEAKING
_	Employment Security Program		
Martinez, Efrain	Representative (ESPR)	0013650	SPANISH SPEAKING
Marking Variable	Employment Security Program	0012650	CDANICH CDEAKING
Medina, Yamilette	Representative (ESPR)	0013650	SPANISH SPEAKING
Molina, Juanita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ivioiiiia, Juaiiita	Employment Security Program	0013030	SFANISH SFLAKING
Montes De Oca, Kevin	Representative (ESPR)	0013650	SPANISH SPEAKING
Wientes De Gaaj Revin	Employment Security Program	0013030	STATION STEAMING
Montoya, Sandra	Representative (ESPR)	0013650	SPANISH SPEAKING
, ·	Employment Security Program		
Mora, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Muchnick, Leibole	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Munoz, Rafhy	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
B 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



Wilkowska, Jolanta	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Wilkowska, Joianta	Employment Security Program	0013030	r OLISH SF LAKING
Yan, Winnie Kawai	Representative (ESPR)	0013650	CHINESE SPEAKING
•	Employment Security Program		
Zamora, Gustavo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Zamora, Jessica	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Service		
Almanza, Ralph	Representative (ESSR)	0013667	SPANISH SPEAKING
Acasta Bahart	Employment Security Service	0013667	SPANISH SPEAKING
Acosta, Robert	Representative (ESSR) Employment Security Service	0013007	SPAINISH SPEAKING
Amaro, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
7	Employment Security Service	002007	
Anselmo, Gladys	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Cantu, Veronica	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Castellanos, Martha	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	201255	
Curtis, Pamela	Representative (ESSR)	0013667	SPANISH SPEAKING
Garibay, Liliana	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Garibay, Liliaria	Employment Security Service	0013007	SPANISH SPLAKING
Gomez, Gloria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	002007	
Gonzalez, Lilia	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Hernandez, Cristina	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Hernandez, Johanna	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	201255	
Hulbert, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
Kolotka, Alicia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
NOIULNA, AIIUIA	Employment Security Service	0013007	SPAINISH SPEANING
Medina, Francisco	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		,
Mena, Mario	Representative (ESSR)	0013667	SPANISH SPEAKING



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Ornelas, Rosaura	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Officias, Nosaura	Employment Security Service	0013007	JI 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
	Employment Security Service		
Regalado, Madel	Representative (ESSR)	0013667	SPANISH SPEAKING
Dodriguez Maria	Employment Security Service	0013667	CDANICH CDEAKING
Rodriguez, Maria	Representative (ESSR)  Employment Security Service	0013007	SPANISH SPEAKING
Salcedo, Sandra	Representative (ESSR)	0013667	SPANISH SPEAKING
Salcedo, Salidia	Employment Security Service	0013007	SI ANISH SI LAKING
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
	Employment Security Service		
Zendejas, Guadalupe	Representative (ESSR)	0013667	SPANISH SPEAKING
B	F	0043674	CDANUCU CDEAKING
Borrero, Isadora	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Gonzalez, Fatima	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Gonzalez, Fatillia	Employment Security Specialist 1 (ESS1)	0013071	SPAINISH SPEAKING
Hubbell, Cristina	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
		0010071	5.7.11.5.1 51 E711117G
Garcia, Gabriela	Employment Security Specialist 2 (ESS2)	0013672	SPANISH SPEAKING
Fabregas, Diana	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Garcia, Velia (Maria)	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Cepeda, Elsa	Employment Security Tax Auditor 2	0013682	SPANISH SPEAKING



Raymond P. Marchiori *Acting Director* 

**TOTAL: 133** 

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Buenrostro, Kynda	Executive 1	0013851	SPANISH SPEAKING
Hajzl, Luke	Hearings Referee	0018300	SPANISH SPEAKING
Morris (Suarez), Anna	Office Administrator 4	0029994	SPANISH SPEAKING
Moreno, Crystal	Office Associate	0030015	SPANISH SPEAKING
Garcia, Surami	Public Service Administrator	0037015	SPANISH SPEAKING
Ortiz, Rodrigo	Unemployment Insurance Adjudicator 3	0047003	SPANISH SPEAKING
Atiles, Lisette	Unemployment Insurance Revenue Analyst 2	0047082	SPANISH SPEAKING
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
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			

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

1/31/2024

Chinese: 1 Polish: 6 Spanish: 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	1360	0-44	-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	d	0	016	1	F	_	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVI CODE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH	-			08/16/2023
NEW/REVISED POSITION								ER CHANGE
Chicago Region/ Pilsen Loc Office	al Service Unit I			⊠ MC026	CLARIF'	Y		
14. WORK LOCATION	LOCATION  15. BARGAINING/TERM RUTAN EXEMPT  ODE  RUTAN EXEMPT  MC027 ADDITIONAL IDENTICAL CITY MC028 WORK COUNTY CHANGE							
EXISTING POSITION				☐ MD021 ABOLISH				
				☐ MC149 [	NAMOC	/ARD	REA	ALLOCATION
NEW/REVISED POSITION			N	☐ MC150 l	ATERA	L RE	ALLC	CATION
1700 W. 18 <sup>th</sup> Street Chicago, Illinois	RC062	RC062		☐ MC158 UPWARD REALLOCA		OCATION		

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</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%	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>
	<ul> <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</li> </ul>
	programs  • Attends and participates in trainings, workshops and seminars, as directed
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, 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 SS 37015-44-51-107-00-31	Unemployment and Employment Local Operations Manager
40 CHECK THE ADDDODDIATE DOVIE THE DOCITION IS A.	

# 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
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
ESSR, 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 allencompassing 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 Developer 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)	BILINGUAL		POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION			0						
NEW/REVISED POSITION  Employment Security  Field Office Supervisor	Front Line Programs Supervisor	29		SS	SS 13600-44-5		-51-	1-107-20-31	
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			12. TRANSACTION 13. EFFECTI DATE					
EXISTING POSITION				☐ MA021 ESTABLISH ☐ MA022 E	-	COL		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 RUT CODE EXE		☐ MC027 ADDITIONAL IDENTICAL CHAN☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH					
				☐ MC149 [	OOWNW	/ARD	REA	LLOCATION	
NEW/REVISED POSITION	D0000			☐ MC150 LATERAL REALLOCATION			CATION		
1700 W. 18 <sup>th</sup> Street Chicago, Illinois	RC062		N	☐ MC158 l	JPWARI	D RE	ALLC	OCATION	

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>

% 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>
	Conducts research on proposed changes to policies and evaluates impact on agency programs
	<ul> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	6. 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.)

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 SS 37015-44-51-107-00-31	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	13650-44-51-107-20-01	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
Raver 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	WORKING TITLE (IF ANY)	BILINGUA		TION TITLE 2. F		2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		SS	13600-44-53-105-20-31		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	<b>u</b>	0	099	1	F		
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE			-	
EXISTING POSITION				☐ MA021 ESTABLISH	1			08/16/2023
				☐ MA022 E	EXEMPT	COE	DE CI	HANGE
NEW/REVISED POSITION				☐ MC024 F	POSITIC	N NU	JMBE	ER CHANGE
Metro South Region/ Joliet Local Office	Service Unit II	☑ MC026 CLARIFY						
14. WORK LOCATION	15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUTAN CODE EXEMP		☐ MC027 ADDITIONAL IDENTICAL CHANCE				
EXISTING POSITION	XISTING POSITION			☐ MD021 A	ABOLISI	4		
				☐ MC149 [	NAMOC	/ARD	REA	ALLOCATION
NEW/REVISED POSITION	RC062		☐ MC150 LATERAL REALLO			ALLC	OCATION	
Joliet, Illinois	NOUUZ		N	☐ MC158 UPWARD REALLOCATION				

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% 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</li> </ol>
	<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> <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> </ul>
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</li> </ul>		
	programs		
	<ul> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>		
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above		
preparing,	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)		
D. It II - O -	Unemployment and Employment		

	Wording Title (II 701)
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:	

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
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.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Rover De Vaugher 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 TIT	WORKING TITLE (IF ANY)				ON TITLE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Pro Supervisor	Front Line Programs Supervisor			SS		13600-44-54-102-40-31			102-40-31
3. AGENCY	4. BUREAU	J/DIVISION		5. EXM 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		0		101	1	F	₹	
10. SECTION	11. UNIT	11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH	-	COL		08/16/2023
NEW/REVISED POSITION					$\dashv$	☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE				
Northern Region/ Rockford Local Office	Service U	nit IV				⊠ MC026	CLARIF	Y		
14. WORK LOCATION	15. BARGA CODE			RUTAN EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 A		-		
NEW/REVISED POSITION				$\dashv$					LLOCATION	
Rockford, 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>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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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 evances for the incumbent of this position.)

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

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# Preferred Qualifications (In Order of Significance)

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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.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Rower 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	WORKING TITLE (IF ANY)	BILINGUA CODE		TION TITLE	2. POSITION NUMBER				
EXISTING POSITION									
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		SS		13600-44-54-103-40-31			
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/ Field Operations	Service Delivery/ Field Operations		016	1	F	₹		
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH	-	COL		08/16/2023	
NEW/REVISED POSITION				☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
Northern Region/ Wheeling Local Office	Service Unit IV			⊠ MC026 (	CLARIF	Y			
14. WORK LOCATION	15. BARGAINING/TERM CODE	15. BARGAINING/TERM RUT.		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH					
NEW/REVISED POSITION								ALLOCATION	
Wheeling, 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>
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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>

% OF

% OF TIME	16. COMPLETE CURI	RENT AND ACCURATE STATEMENT O	F POSITION ESSENTIAL FUNCTIONS				
			ernal partner agencies to facilitate ct (WIOA) and other employment services				
10%	benefit issues, j	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					
05%	<ol> <li>Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs</li> </ol>						
	programs	esearch on proposed changes to police participates in trainings, workshops a	, , ,				
05%	6. Performs other duties enumera		are reasonably within the scope of the				
preparing, o			ible for assigning and reviewing work, mmending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Public Ser	vice Administrator, Op	t 1 37015-44-54-103-00-01	Unemployment and Employment Local Operations Manager				
18. CHECK	THE APPROPRIATE B	OX IF THIS POSITION IS A:					
⊠ Supervi	sor   Lead Worker						
percentage	e(s) allotted. If a box w	er responsibilities <u>must</u> be described as checked above, list position title, porized funded headcount.	in a detailed duty statement(s) with a time position number, and number of				
	Position Title	Position Number	No. of Incumbents or Funded Vacancies				

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-54-103-40-01	1
ESSR	13667-44-54-103-40-01	2
ESSR, SS	13667-44-54-103-40-31	1

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

## 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
Rower 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	BILINGUA CODE	_	TION TITLE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		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/ Fi Operations	Service Delivery/ Field Operations		045	1	F	₹	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH 08/16/20 ☐ MA022 EXEMPT CODE CHANGE		08/16/2023		
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE				
Northern Region/ North Aurora Local Office	Service Unit III			⊠ MC026 (				
14. WORK LOCATION	A WORK LOCATION		RUTAN EXEMPT					
EXISTING POSITION		☐ MD021 ABOLIS			-	REA	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>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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
		<ul> <li>Establishes and maintains relationships with externa streamlined Workforce Investment Opportunity Act ( 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 a insurance and employment services programs	nd policies related to unemployment				
		<ul> <li>Conducts research on proposed changes to policies programs</li> <li>Attends and participates in trainings, workshops and</li> </ul>	, G				
05%	6.	Performs other duties as required or assigned which are duties enumerated above	reasonably within the scope of the				
preparing, o	ondu	ITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible acting and signing performance evaluations; effectively recommences for the incumbent of this position.)					
			WORKING TITLE (IF ANY)				
Public Ser	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:					
⊠ Supervi	sor	☐ Lead Worker					
		isory or lead worker responsibilities <u>must</u> be described in a allotted. If a box was checked above, list position title, pos					

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

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.

subordinate incumbents or authorized funded headcount.

- 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.

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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. POSITION NUMBER				
EXISTING POSITION									
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29		SS	13600-44-55-108-50-31				
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			12. TRANS	ACTION		13. DA	EFFECTIVE TE	
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.			☐ 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 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>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%	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%	6. 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.)

adjusting grievances for the incumbent of this position.) WORKING TITLE (IE ANV)

	WORKING TITLE (IF AINT)
Public Service Administrator, Opt 1 37015-44-55-108-00-01	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
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.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raver DeVough by Mark Dowson 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 CODE DATE				
EXISTING POSITION					ESTABLISH			08/16/2023		
NEW/REVISED POSITION		☐ MA022 EXEMPT CODE CHA ☐ MC024 POSITION NUMBER								
Call Center Operations/ Lombard Call Center – Section A	Service	Unit A-4				⊠ MC026	CLARIF	Y		
14. WORK LOCATION	15. BARO CODE	15. BARGAINING/TERM RUTAL EXEM			·	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 A		-	RFA	LLOCATION
NEW/REVISED POSITION	PC062	RC062		N		☐ MC150 LATERAL REALLOCATION				
Lombard, Illinois	NGUUZ			IN		☐ 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>
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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.	benefit issues, jo	ocesses or assists in the processing of unusual, difficult or potentially controversial claims, nefit issues, job searches or referrals and separation and nonseparation adjudication, luding, but not limited to, those of former office staff and close friends or relatives of current ff members						
05%	5.		f federal, state and agency laws, rule mployment services programs	s and policies related to unemployment					
		programs	search on proposed changes to policiparticipates in trainings, workshops a						
05%	6.	Performs other of duties enumerated		are reasonably within the scope of the					
preparing, o	ondu			ole for assigning and reviewing work, mending 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	☐ Lead Worker							
percentage	e(s) a	illotted. If a box w	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	Positio	on Title	Position Number	No. of Incumbents or Funded Vacancies					
ESPR			13650-44-60-101-40-01	3-10					
ESPR, SS			13650-44-60-101-40-31	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
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- 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	WC	DRKING TITLE (IF ANY)	BILINGUA CODE	\L		TION TITLE ON CODE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Field Office Supervisor		ont Line Programs pervisor	22			PO	13600-44-60-102-30-41			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE			8. AUE	DIT	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. EFFECT DATE			EFFECTIVE TE	
EXISTING POSITION						☐ MA021 ESTABLISH		- 001		08/16/2023
NEW/REVISED POSITION										ER CHANGE
Call Center Operations/ Lombard Call Center – Section B		Service Unit B-3				⊠ MC026	CLARIF'	Y		
14. WORK LOCATION		15. BARGAINING/TERM RUTA CODE EXEM				☐ MC027 ADDITIONAL IDENTICAL CHANGE				
EXISTING POSITION						☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			J. I. OCATION	
NEW/REVISED POSITION		RC062			N	☐ MC150 LATERAL REALLOCATION				
Lombard, Illinois		110002			N	☐ MC158 l	JPWARI	D RE	ALLC	CATION

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. 0	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers								
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%	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 polici participates in trainings, workshops a	. ,					
05%	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above								
preparing, o	conduc			ble for assigning and reviewing work, nmending and imposing disciplinary action and					
,				WORKING TITLE (IF ANY)					
Public Ser	vice A	dministrator, Opt	PO1 37015-44-60-102-00-41	Unemployment and Employment Local Operations Manager					
18. CHECK	THE	APPROPRIATE BO	OX IF THIS POSITION IS A:						
⊠ Supervis	sor	☐ Lead Worker							
percentage	e(s) al	lotted. 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					
Position Title			Position Number	No. of Incumbents or Funded Vacancies					
ESPR			13650-44-60-102-30-01	10-40					
ESPR, PO			13650-44-60-102-30-41	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 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.

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 De Vaugher by Mark Downson 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	EXMT 6. WORK		8. AUE	DIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION  IL Department of Employme Security	Service Delivery Operations	// Field		0	022	1	F	₹	
10. SECTION	11. UNIT				12. TRANSACTION 13. EFFEC DATE			EFFECTIVE TE	
EXISTING POSITION					☐ MA021 ESTABLISH				08/16/2023
NEW/REVISED POSITION									ER CHANGE
Call Center Operations/ Lombard Call Center – Section B	Service Unit B-4				⊠ MC026	CLARIF	Y		
14. WORK LOCATION	15. BARGAINING	15. BARGAINING/TERM RUTAL EXEM			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			J. I. OCATION	
NEW/REVISED POSITION	RC062			N	☐ MC150 LATERAL REALLOCATION				
Lombard, Illinois	RC002			IN	☐ MC158 U	JPWARI	D RE	ALLC	CATION

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> </ul>
	Plans and implements corrective actions to resolve problems
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%	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 TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
	<ul> <li>Establishes and maintains relationships with e streamlined Workforce Investment Opportunit to customers</li> </ul>	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>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</li> </ul>						
	<ul><li>programs</li><li>Attends and participates in trainings, worksho</li></ul>	ops and seminars, as directed					
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 (Responducting and signing performance evaluations; effectively relievances for the incumbent of this position.)						
, 33	·	WORKING TITLE (IF ANY)					
Public Service 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	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
Rown reverge 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 TIT	TLE	WORI	(ING TITLE (IF ANY)	BIUNGU	AL POS	ITION TITLE	2. POSITION NUMBER				
Existing Position										•	-
New/Revised Position		<del>                                     </del>	<del></del>	<del> </del> -	+		1261	50 44 20	200	22.21	
Employment Security			29 SS			13650-44-22-300-22-31 13650-44-22-320-21-31					
Program Rep	presentative	_,	4. BUREAU/ DIVISION	L		··	1-3630 5 EXMT	6. WORK	7. A/I	1	8. OFFICE
Existing Position			4. BONEAU/ DIVISION				CODE	COUNTY	AUTH	8.AUDIT	<b>USE</b> 11/16/22 - PN
<u> </u>	<u> </u>									_	
New/Revised Position	nt of Employment Secu	ıritv	Service Delivery/ Ur		pyment	t	lo	084	2	R	N
10. SECTION		···• <del>y</del>	Insurance Programs	<u>s</u>				SACTION		3. EFFECTIV	Æ DATE
Existing Position							CODE		+	051041	
New/Revised Position									L	05/01/	2020
Claims	•		Special Programs		÷			21 ESTAE		DE CHANG	E
14. WORK LOCA	ATION	,	15. BARGAINING/TERM	1 CODE	-	Rutan Exempt	☐ MC0	24 POSIT	IONNU	JMBER CH	
Existing Position	ATION		13. BARGAIINING/TERIV	CODE		J.S.I.J.	☐ MC0		IONAL	IDENTICAL	
ĺ.								28 WORI 21 ABOLI		ITY CHANG	SE .
New/Revised Position			DC062			T	☐ MC1	49 DOW	WARD	REALLOC	
Springfield, II			RC062			N	☐ MC1	58 UPWA	RDRE	ALLOCATION	
% OF TIME	16. COMPLETE CURR										
			an assigned area, as eds. Provides service								
	insurance benefits, in										
1	conducts benefit righ										Crit,
	nonseparation benef										gs for
	applicants, provides										
	loads and extracts cl										
	needs to relevant off										
			sites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive								
	services.							,			
25%			lient Unemployment I								
			essing of claims for u and other federal or								
			nemployment insuran								
			and work status; pro								
			ailable job training an								on the
			ge system, determine								
			facilitate reemployme								plan
			e; explains client right forms these duties for								
			gned office. Utilizes S								
	interpretive servi	•	grica ornoc. Othizeo e	pariioi	ugc	auge to	400.000		.0 .00	40001 01	
	·								_		
25%											
	complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but										
not limited to the Illinois Be											y Duit
directed, performs these di											the
primary assigned office.			· ·			.,		•			
DIRECTOR OF C	MS SIGNATURE	IMMEDIA	ENWAFRYUSOPSEKANCES	JRE		Y HEAD				D/	ATE
	famel lorde		BUREAU OF PERSONNEL	1	Th	ino	2 Ch	111	<u></u>	05/1	1/2020
	Ame Ince					7	- Del				

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D. Should Should TADY H MAY 12 REC'D

Should Should TADY H

MAY 12 REC'D

16. (CONTINUE									
% OF TIME	16.		ACCURATE STATEMENT OF POSITION						
20%	3.			ed by the Illinois Department of Employment					
		Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor							
	l	Exchange system. Assesses, researches and selects client skills; refers clients to training programs or							
		employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor							
				able through computer programs and contacts					
				ment vocational exploration tools; provides					
		clients with information	regarding training programs or se	elected jobs and job interview procedures; follows					
				esting service from IDES to determine status of					
				cords placements; as directed, solicits job					
				execution of hiring fairs. Coaches both					
				e IL Labor Exchange System. As directed,					
				service delivery area other than the primary					
				panish language to assist clients who request or					
		need interpretive servi	ces.						
10%		A dividicates manatany	and nanmanatan, hanafit alaim isa	vuos, providina oligibility dotorminations for					
10%	4.	routing initial or contin	and nonmonetary benefit 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: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a									
ti	me p	ercentage(s) allotted.	·	•					
		necked above, list position	title, position number, and number of s	subordinate incumbents or authorized funded					
headcour									
	Pos	sition Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A	700	INOMEDICE OF THE	ADMITTED LICENCURE OF CERTIF	ICATION NECESSARY FOR THE SHOOTEST!					
				ICATION NECESSARY FOR THE SUCCESSFUL  ARE NOW SEVERAL OPTIONS OF SKILLS AND					
				RDS, THE PHRASE "SAME AS SPECIFICATION"					
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	W	ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	SITIO	N NC	IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	Program Representative				SS	13650-44-51-101-10-31			
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 Employment Security		Service Delivery/ Field Operations		0	016	2	F	₹		
10. SECTION		11. UNIT				12. TRANS	2. TRANSACTION 13. EFFECTIVE DATE			
EXISTING POSITION					ESTABLISH		08/01/2023			
NEW/PEN/RED POOLETION						☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION						☐ MC024 F	POSITION NUMBER CHANGE			
Chicago Region / Lawrence Local Office	;	Service Unit I				⊠ MC026 (	CLARIF	Y		
14. WORK LOCATION	. WORK LOCATION  15. BARGAINING/TERM RUTAN EXEMPT  MC027 ADDITIONAL DIMENSIONAL DIMENSIONA									
EXISTING POSITION			□ MD021 ABOLISH							
						☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION		+				☐ MC150 LATERAL REALLOCATION				
2444 West Lawrence Chicago, Illinois		RC062			N	☐ MC150 LATERAL 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>
	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  Processed data from file construction and maintanenes 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 ievances for the incumbent of this position.)								
	WORKING TITLE (IF ANY)								
	Employment Security Field Office Supervisor 13600-44-51-101-10-01 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.

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 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 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	WC	ORKING TITLE (IF ANY)	BILINGUA	٩L		TION TITLE	2. PO	SITIC	N NC	IUMBER	
EXISTING POSITION					01 11	011 0002					
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	Program Representative				РО	13650-44-51-101-20-41				
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE			8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION  IL Department of Employme Security	ent	Service Delivery/ Field Operations			0	016	2 R		₹		
10. SECTION		11. UNIT				12. TRANSA	ACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023					
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
Chicago Region / Lawrence Local Office		Service Unit II				<ul><li></li></ul>			NNRE	ER CHANGE	
14. WORK LOCATION		15. BARGAINING/TERM RUTAN CODE EXEMP				☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 A	ABOLISH	┥			
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION			CATION		
2444 West Lawrence Chicago, Illinois		RC062			N	☐ MC158 UPWARD REALLOCATION					

% OF	46 00451 575 0455547 445 4004547 0747 1754 1754 1754 1754 1754 1754 1754 1
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</li> </ul>
	needs  • Provides services related to the processing of claims for unemployment insurance benefits,
	<ul> <li>Provides services related to the processing of claims for themployment 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
	<ul> <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>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
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>
	Refers clients to training programs or employers and hiring fairs for job interviews
	Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers
	Trains clients to use and interpret self-assessment vocational exploration tools
	<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 to determine status of referrals and need for additional referrals</li> </ul>
	Verifies and records placements
	As directed, solicits 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</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>						
	<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     Presence 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>						
	17. POSITION 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	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 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 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 BILINGUAL TITLI (IF ANY) CODE OPTIC			TITLE PTION	2. POSITION NUMBER			
EXISTING POSITION								
Employment Security Program Representative	Employment Service Program Representative	29		SS	13650-44-51-102-01-31			-31
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	ρ. OFFI	CE USE
EXISTING POSITION								
NEW/REVISED POSITION			0		_	_		
IL Department of Employment Security	Service Delivery/ Field Operations			016	2	R		
10. SECTION	11. UNIT			12. TRANS CODE	SACTION 13. EFFECTIVE DATE			
EXISTING POSITION				☐ MA021 I	ESTABLISH 12/01/2023			2023
				☐ MA022 EXEMPT CODE CHANGE				
Chicago Region/ 71st Street	☐ MC024 POSITIO				ON NUMBER CHANGE			
Local Office								
14. WORK LOCATION	15. BARGAINING/TERI	M RUTA	(:HANGE			DENTICAL		
	OODL	2,(2,1)	☐ MC028 WORK COUNTY CH		Y CHANGE			
EXISTING POSITION				☐ MD021 ABOLISH				
NEW/REVISED POSITION				☐ MC149 I	DOWNW	/ARD F	REALLOCA	ΓΙΟΝ
	DC063		N I					
Daley College 7500 S. Pulaski, Chicago, IL	RC062		N	☐ MC150 LATERAL REALLOCATION				N
% 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	ctracts claims data using automated systems including but not limited to the t Information System (IBIS), Illinois Job Link (IJL) and GenTax performs these duties for assigned worksites within the service delivery area be primary assigned office					
10%		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 disposition n determinations nsidered determinations and accepts appeal when appropriate rforms these duties for assigned worksites within the service delivery area primary 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 partner</li> <li>Assists clients</li> <li>Processes date</li> <li>of Employment</li> <li>Extracts and units</li> <li>As directed, person</li> </ul>	Fers clients with more complex or specialized issues and/or service needs to relevant on partner staff Conducts employment workshops to enhance client employability sists clients with registration and claims cesses data from file construction and maintenance for all relevant Illinois Department Employment Services (IDES) automated data files racts and utilizes data directed, performs these duties for assigned worksites within the service delivery area er than the primary assigned office					
05%	6. Establishes and m	nd 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:	Local Operations Manager				
☐ 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 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 yolhi	11/29/2023

		ORKING TITLE (IF ANY)	BILINGU. CODE			TION TITLE ON CODE	2. PO	SITIO	N NC	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	t		0	016	2	F	₹	
10. SECTION		'I'I   I   INI		12. TRANSACTION 13. EFFECTIVE DATE						
EXISTING POSITION					ESTABLISH		08/01/2023			
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE				
	.	☐ MC024 PC		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 EXEMPT			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 A	ABOLISI	Н		
			☐ MC149 DOWNWARD F		REALLOCATION					
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION			CATION	
1515 East 71 <sup>st</sup> Street Chicago, Illinois		RC062			ALLC					

A/ A =	
% 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>					
0.50/						
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)						
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						
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 12/26/23		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 ANY)	BILINGUAL	_	TION TITLE	2. PO	SITIO	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			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 EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	Н		
				☐ 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				

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> <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> </ol>
	<ul> <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</li> </ul>
	<ul> <li>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>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%	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> <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> <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> <li>Trains clients to use and interpret self-assessment vocational exploration tools</li> </ul>
	<ul> <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> </ul>
	<ul> <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						
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.

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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					
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 CODE DATE				
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE (				08/01/2023
NEW/REVISED POSITION									
Chicago Region / Pilsen Loo Office	cal Service Unit II							NINIBE	ER CHANGE
14. WORK LOCATION	15. BARGAINING	/TERM	_	TAN EMPT	☐ MC027 A				NTICAL CHANGE CHANGE
EXISTING POSITION		☐ MD021 ABOLISH							
					☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION		☐ MC150 LATERAL			L RE	ALLC	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%	<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 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)					
	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** 

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.
- 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 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	13650-44-53-101-10-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	EXMT 6. WORK		8. AUE	DIT	9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION		Camilaa Daliiyamy/Fiala								
IL Department of Employme Security	ent	Service Delivery/ Field Operations		0	016	2	F			
10. SECTION		11. UNIT			12. TRANS	ACTION		13. DA	EFFECTIVE TE	
EXISTING POSITION					☐ MA021 ESTABLISH	1			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	y	Service Unit I			⊠ MC026 (	CLARIF'	Y			
14. WORK LOCATION		15. BARGAINING/TERM CODE		 TAN						
EXISTING POSITION					☐ MD021 ABOLISH					
					☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION		D0000			☐ MC150 LATERAL REALLOCATION			CATION		
Harvey, Illinois		RC062		N	☐ MC158 U	JPWARI	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%	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
	<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 wo other 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 maintena 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 recomination rievances for the incumbent of this position.)							
, ,	· ,	WORKING TITLE (IF ANY)						
Employme	ent 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 BILINGUAL CODE			TI OP	SITION TLE TION ODE	2. POSITION NUMBER				
EXISTING POSITION										
Employment Security Program Representative	Employment Service Program Representative	Program			SS 13650-4			4-53-104-01-31		
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	2		
10. SECTION	11. UNIT				12. TRANSACTION 13.			EFFECTIVE TE		
EXISTING POSITION					☐ MA021 ESTABLISH 12/01/2023 ☐ MA022 EXEMPT CODE CHANGE					
Metro South Region/ Burbank Local Office					☐ MC024 POSITION NUMBER CHANGE  ☐ MC026 CLARIFY					
14. WORK LOCATION			UTAN XEMP1	Т	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION  Maywood, Illinois	RC062		N		☐ MC150 L	_ATERA	L REA	ALLC	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%		tary and nonmonetary benefit clain routine, initial or continued claims	n issues, providing eligibility			
	<ul><li>Provides writte</li><li>Conducts reco</li><li>As directed, pe</li></ul>	esearches, and explains case dispen determinations onsidered determinations and acceptorms these duties for assigned varimary assigned office				
10%	Advises clients on referral	work attitudes, habits, relationship	s and attire as related to a specific job			
	office or partne		ssues and/or service needs to relevant ashops to enhance client employability			
	<ul> <li>Processes dat</li> </ul>	a from file construction and mainte t Services (IDES) automated data	nance for all relevant Illinois Department files			
	As directed, per		vorksites within the service delivery area			
05%	6. Establishes and m	naintains activity reports to demons	trate work activity and detail time charging			
05%	7. Performs other du duties enumerated	•	are reasonably within the scope of the			
preparing, c			ole for assigning and reviewing work, nmending 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 <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

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)	BILINGU		POSITION TITLE OPTION CODE					IUMBER
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. 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			12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION					☐ MA021 STABLISH 08/01/2023			08/01/2023	
					☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE			R CHANGE		
Metro South Region / Burba Local Office	nk Service Unit II	⊠ MC026 CLARIFY							
14. WORK LOCATION	15. BARGAINING/TERM CODE	M RUTAN ☐ MC027 ADDITIONAL IDENT							
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				

% 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>
	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>					
	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 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</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					
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 evances for the incumbent of this position.)					
	WORKING TITLE (IF ANY)					
Employme	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	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 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. POSITION NUMBER			IUMBER	
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	rogram Representative 29		SS		13650-44-53-105-30-31			
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	Operations	Service Delivery/ Field Operations		099 2		R			
10. SECTION	11. UNIT	12. TRANS CODE		12. TRANS				13. EFFECTIVE DATE	
EXISTING POSITION				☐ MA021 ESTABLISH 08/01/202		08/01/2023			
					☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION		☐ MC024 POSITION NUMBE			ER 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 EXEM		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH					
				☐ MC149 E	OWNW	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION			□ MC150 LATERAL REALLOCATION			CATION			
Joliet, Illinois	RC062		N	☐ MC158 UPWARD REALLOCATION					

16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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>
<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>
<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. Established and maintains activity reports to demonstrate work activity and detail time charging							
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 13600-44-53-105-30-01 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

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 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 BILINGUAL CODE		POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative	29			SS	13650	0-44-	54-	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	C062 N		1	☐ 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> </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> </ul>
	<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 to determine status of referrals and need for additional referrals</li> </ul>
	Verifies and records placements     As directed, adjusts job apportunities.
	<ul> <li>As directed, solicits job opportunities</li> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>
	Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System
	<ul> <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%	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> </ul>
	Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants
	<ul> <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>Assists in the formation of work search action plan and reviews for compliance</li> </ul>
	<ul> <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)
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> <li>As directed, performs these duties for assigned wor other than the primary assigned office</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.	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)							
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.

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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 WO		ORKING TITLE (IF ANY)	BILINGU			TION TITLE	2. PO	SITIC	N NC	NUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	rogram Representative		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 / Figli								
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	ł			08/01/2023
						☐ MA022 E	XEMPT	COL	DE C	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Northern Region / Rockford Local Office		Service Unit I				⊠ MC026 (	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM RUTAI EXEMI			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 <i>A</i>	ABOLISH	Ⅎ		
						☐ MC149 [	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION		D0000				☐ MC150 L	ATERA	L RE	ALLC	CATION
Rockford, 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%	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 I	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>							
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	<ul> <li>Refers clients with more complex or specialized iss office or partner staff</li> <li>Conducts employment workshops to enhance client</li> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintena Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned wor other than the primary assigned office</li> </ul>	t 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%	7. Performs other duties as required or assigned which ar duties enumerated above	re reasonably within the scope of the						
preparing,	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recommities and signing performance evaluations; effectively recommities and the incumbent of this position.)							
		WORKING TITLE (IF ANY)						
Employment Security Field Office Supervisor 13600-44-54-102-10-01 Front Line Programs Supervisor								
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervi	sor   Lead Worker							
percentag	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
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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**

New/Revisea Position   Employment Security   Program Representative   Service Delivery/ Field Operations   Position   Program Representation   Service Delivery/ Field Operations   O   101   2   2   2   2   2   3   3   3   3   3	-104 7 -1 -	-	MODIVINO TITLE "	BILINGU	AL POSITION TITLE					
Marker-date Patters   Employment Security   29   SS   13650-44-54-102-3		7 M52	WORKING TITLE (IF	AINY) CODE	OPTION CODE	2. POS	ITION NL	MBER		
Employmen: Security Representative  3. AGENOT  4. BUREAU/ DIVISION  5. Expression and active active and active and active										
3. AGEVCY 4. BUREAU/ DIVISION 3. Early Pair Cocker 4. BUREAU/ DIVISION 3. Early Pair Cocker 4. BUREAU/ DIVISION 5. BEVTICON 5. BURGE 5.	yment Securit	Security 29 SS								
Service Delivery/ Field Operations   Description   Descr		alive	4. BUREAU/	DIVISION					8.AUDIT	9. OFFICE
L Department of Employment Security   Service Delivery/ Field Operations   0   101   2   10. SECTION   10. SECTION   12. FRANSACTION   14. W/ORX_DCATICN   15. BARGAINING/TERM CODE   Runny   MC022 EXEMPT CODIONAL   MC022 EXEMPT CODIONAL   MC024 FORMARD   MC024 FORMARD   MC026 FORMARD	DE CO					CODE	COUNTY	AUTH		12/16 <b>2</b> 22 - P
L Decartment of Employment Security    Decartment of Employment Security   Service Delivery/ Field Operations   0   101   2	an Pheil ch					-			-	12/10/22-1
11. UNIT   12. TRANSACTION   13. CODE   14. WORK - OCATIC N   15. BARGAINING/TERM CODE   16. MA021   ESTABLISH   16. MC024   POSITION NU   16. MC026   MC026   MC027   ADDITIONAL II   16. MC026   MC027   ADDITIONAL II   16. MC026   MC027   ADDITIONAL II   16. MC026   MC027		nployment Secu	rity Service De	elivery/ Field Op	erations	0	101	2	R	1,4
MAD21 ESTABLISH   MAD22 ESTABLISH   MAD22 ESTABLISH   MAD22 ESTABLISH   MAD22 ESTABLISH   MAD23 ESTABLISH   MAD24 ESTABLISH   MAD24 ESTABLISH   MAD25 ESTABLISH   MAD25 ESTABLISH   MAD25 ESTABLISH   MAD26 ESTABLISH   MAD26 ESTABLISH   MAD27 ESTABLISH   MAD28 ESTABLISH   MAD29 ESTA					*****		SACTION	13	3. EFFECTIV	/E DATE
Northern Region' Roc-ford Local Office    Service Unit III	:an <b>c</b> =								12/01	/2019
15. BARGAINING/TERM CODE   Ruampoor   MCG024   POSITION NUL   MCG025   CLARIEY   MCG027   ADDITION NUL   MCG026   MCG026   MCG027   ADDITION NUL   MCG026   MCG027   ADDITION NUL   MCG026   MCG027   ADDITION NUL   MCG026   MCG026   MCG027   ADDITION NUL   MCG026		—————oc∢ford Local Of	Ffice Service Ur	nit III					E CHANG	_
RCCkford IL    RCO62   RCCkford IL   RCOMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance benefits, including but not limited to interstate, military and other federal or trade rea cc roducts benefit right sinterviews; provides orientation and clarifies eligibility factors; adjudicat nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job applicants, provides referrals, placement and follow-up services on available job orders or train loads and extracts claims data using automated systems; refers clients with complex issues are needs to relevant office or partner staff; establishes and maintains activity reports. As directed, these duties for assigned worksites within the service delivery area other than the primary assis Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need services related to the processing of claims for unemployment insurance benefits, includin limited to interstate, military and other federal or trade readjustment. Conducts benefit right with clients to determine unemployment insurance claims monetary and nonmonetary eligid discen employment history and work status, provides orientation and clarifies eligibility factory and work status; provides orientation and clarifies eligibility factory and work status; provides orientation or own of sacilitate reemployment; assists in the formation of work search and reviews for compliance; explains client rights and responsibilities as they pertain to be programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who requirected, performs these duties for assigned worksites within the service delivery area other directed, performs these duties for assigned worksites within the service delivery area other directed, performs these du						□ MC	24 POSIT	ION NU		
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RCC62 N						☐ MC0	28 WORK	COUNT		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  Under general supervision, for an assigned area, assesses and addresses client Unemployme and Wagner-Peyser service needs. Provides services related to the processing of claims for uninsurance benefits, including but not limited to interstate, military and other federal or trade real conducts benefit rights interviews, provides orientation and clarifies eligibility factors; adjudicate nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job applicants, provides referrals, placement and follow-up services on available job orders or train loads and extracts claims data using automated systems; refers clients with complex issues are needs to relevant office or partner staff; establishes and maintains activity reports. As directed, these duties for assigned worksites within the service delivery area other than the primary assis. Thavels to fairs and worksites. Utilizes Spanish language to assist clients who request or need services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service need services related to the processing of claims for unemployment insurance benefits, including limited to interstate, military and other federal or trade readjustment. Conducts benefit right with clients to determine unemployment insurance claims monetary and nonmonetary eliging discern employment history and work status; provides orientation and clarifies eligibility factors, and reviews for compliance; explains client rights and responsibilities as they pertain to be programs. As directed, performs these duties for assigned worksites within the service delivery and special claims on benefit entitlement programs administered by the Illinois De Employment Security (IDES). Loads and extracts claims data using automated systems in not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenT directed, performs these duties for assigned worksites within the serv	ed Fosition					□ MC1	49 DOWN	WARD		
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and Wagner-Peyser service needs. Provides services related to the processing of claims for un insurance benefits, including but not limited to interstate, military and other federal or trade real conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicate nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job applicants, provides referrals, placement and follow-up services on available job orders or train loads and extracts claims data using automated systems; refers clients with complex issues an needs to relevant office or partner staff; establishes and maintains activity reports. As directed, these duties for assigned worksites within the service delivery area other than the primary assis. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need services.  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs ervices.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs ervices.  25%  1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs ervices.  25%  25%  25%  25%  25%  25%  25%  25	TME 16. C	OMPLETE CURF	RENT AND ACCURATE S	STATEMENT OF	POSITION ESS					- Processing
Employment Security (IDES). Loads and extracts claims data using automated systems in not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenT directed, performs these duties for assigned worksites within the service delivery area other.	insura condu nonse apolici loads needs these Trave services.  1. A silii w d p u the apolici p p o o ir	rance benefits, in ducts benefit right separation beneficants, provides so and extracts of the duties for assigned to fairs and vices.  Assesses and acceptated limited to interstate with clients to dediscern employment of the IL Label to fairs and vices of the IL Label to fairs and reviews for coprograms. As directly other than the printerpretive services function.	including but not limited ats interviews; provides it claim issues. Using referrals, placement are laims data using automice or partner staff; estigned worksites within tworksites. Utilizes Sparaddresses client Unempto the processing of claims, military and other fetermine unemployment history and work settion on available job traction on available job t	to interstate, morientation and orientation and the IL Labor Extend follow-up service delivations and makes ervice delivations for unemplederal or trade to the insurance claims for unemplederal or trade to the insurance claims and/or endetermines relevations and or endetermines and or endeterm	ilitary and other clarifies eligible change system vices on available effers clients waintains activity area other of assist clients as a clients are and Wagne oyment insurare adjustment. The monetary a corientation and ducational program services from the form the sponsibilities and anguage to a claysis and rescapiss and	er feder feder feder feder factor, select able job with commy report than the who re er-Peys and non diclarified for the anation of as they within the assist conduction of the conduction of the anation of the anation of the anation of the anation of the assist conduction of the assist conduction of the anation of the an	al or tractors; adjusts suitate orders of plex isses. As directly orders or er services eligibite provides applicant of work services eligibite or eservices eligible eligibite or eservices eligible	de rea udicate ble job or train ues an rected ry ass need ce need cludin fit righ ry elig elity fac inform and ce earch no req es of r	adjustments adjust	ent;  logs for lograms; logram
PECEIVED  DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE	c E n d	complex and spe Employment Sec not limited to the directed, perform	ecial claims on benefit curity (IDES). Loads at Illinois Benefit Informatis these duties for assi d office.	entitlement prog nd extracts clair ation System (IE gned worksites	rams administ ns data using EIS), Illinois Jol within the serv	tered by automa b Link (l vice deli	the Illir ted syst JL) and very are	nois Do ems ir GenT	epartmencluding  ax. As  er than	ent of g but the
	~ الد	3N.4TURE								ATE
DEC 1 3 2019 thomas Chan	U met	** [	DEC 13	2019	1 Vurta	July	m		1 404	3/2019

16. (CONTINUE	D)					
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	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		
				ble job openings as listed in the IL Labor		
				ble 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 .IIII		The second state of the state of the second st		
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.		
	_					
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>5</b> 6 0 10				
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	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	LIMODIANO TITI E AE ANDO		
	_			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:			
LI SUPE	☐ SUPERVISOR OR ☐ LEAD WORKER					
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 editionions(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		•				
	19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL					
PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND						
	ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION"					
CAN NO LONGER BE USED.  Requires knowledge, skills and mental development equivalent to four years college with academic background in						
social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent						

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. PC	SITI	ON	NUMBER
EXISTING POSITION								
Employment Security Program Representative	Employment Service Program Representative	29		SS	13650-44-54-103-01-3			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		0	049	2	F	2	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION				☐ MA021 ESTABLISH 12/01/2023 ☐ MA022 EXEMPT CODE CHANGE				
Northern Region/ Wheeling Local Office				☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY				ER CHANGE
14. WORK LOCATION	15. BARGAINING/TERM RUT CODE EXE			☐ MC027 ADDITIONAL IDENTICATION CHANGE ☐ MC028 WORK COUNTY CHAN				
EXISTING POSITION				☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION  Waukegan, Illinois	RC062 N		N	☐ MC150 LATERAL REALLOCATION			OCATION	
% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							CTIONS	

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> </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> </ul>
	<ul> <li>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> </ul>
	As directed, solicits job opportunities
	Assists with the planning, recruitment, and execution of hiring fairs
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>
	<ul> <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%	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> </ul>
	<ul> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> </ul>
	Provides information on available job training and/or educational programs
	<ul> <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> </ul>
	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> </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)						
		<ul> <li>Loads and extracts claims data using automated sy Illinois Benefit Information System (IBIS), Illinois Jol</li> </ul>						
		· · · · · · · · · · · · · · · · · · ·	s directed, performs these duties for assigned worksites within the service delivery area					
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 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%	<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 issortice or partner staff Conducts employment workship in the complex of specialized issortice.						
		<ul> <li>Assists clients with registration and claims</li> <li>Processes data from file construction and maintena of Employment Services (IDES) automated data file</li> </ul>						
		Extracts and utilizes data						
		<ul> <li>As directed, performs these duties for assigned wor other than the primary assigned office</li> </ul>	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 duties enumerated above	e reasonably within the scope of the					
preparing, c	onduc	TLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible sting and signing performance evaluations; effectively recommendes sees for the incumbent of this position.)						
, 33		, ,	WORKING TITLE (IF ANY)					
Public Serv	/ice A	dministrator, Opt. 1 37015-44-54-103-00-01	Unemployment and Employment Local Operations Manager					
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 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 your	11/29/2023

1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILINGU			POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	ogram Representative	29			SS	1365	0-44	-54-	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 Dalivand Field								
IL Department of Employme Security	ent	Service Delivery/ Field Operations	1		0	016	2	F		
10. SECTION		11. UNIT				12. TRANS	12. TRANSACTION 13. EFFECTIVE DATE			-
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 CODE		RU1 EXE	ΓΑΝ EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE				
EXISTING POSITION						☐ MD021 <i>A</i>	ABOLISH	+		
						☐ MC149 [	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION		D0000				☐ MC150 LATERAL REALLOCATION				
Wheeling, Illinois		RC062			N	☐ MC158 U	JPWARI	D RE	ALLC	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					
· IIIVIE	<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%	Adjudicates monetary and nonmonetary benefit claim for routine, initial or continued claims	issues, providing eligibility determinations					
	<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 issoffice or partner staff</li> <li>Conducts employment workshops to enhance clier</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 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 (Responsib onducting and signing performance evaluations; effectively recoministrates for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
Employme	nt Security Field Office Supervisor 13600-44-54-103-20-01	Front Line Programs Supervisor					
8. 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** 

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	WC	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	1365	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 Daliiyamy/Fiala									
IL Department of Employme Security	ent	Service Delivery/ Field Operations	1		0	016	2	F			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023				08/01/2023	
						☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NL	JMBE	ER CHANGE	
Northern Region / Wheeling Local Office	I	Service Unit III				⊠ MC026	CLARIF'	Y			
14. WORK LOCATION		15. BARGAINING/TERM RUTAN CODE EXEMPT				☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 <i>A</i>	ABOLISH	4			
						☐ MC149 [	OWNW	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION		D0000				☐ MC150 LATERAL REALLOCATION					
Wheeling, Illinois		RC062			N	☐ MC158 UPWARD REALLOCATION					

16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
<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>
<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>
<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>

Source	0/ 05								
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		WORKING TITLE (IF ANY)							
	Employme	ent Security Field Office Supervisor 13600-44-54-103-30-41 Front Line Programs Supervisor							
□ Supervisor □ Lead Worker	18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
	☐ Supervi	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, 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

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 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	2. POSITION NUMBER			
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	ogram Representative	29			SS	1365	13650-44-54-103-50-31			
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	1		0	016	2	F			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023				08/01/2023	
						☐ MA022 EXEMPT CODE CHANGE					
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 RUTAN EXEMPT				☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 [	OWNW	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION		<b>D</b> 0000				☐ MC150 LATERAL REALLOCATION					
Wheeling, 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
	<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 System</li> <li>As directed, performs these duties for assigned worksites within the serv other than the primary assigned office</li> </ul>	•
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligit for routine, initial or continued claims	oility determinations
	<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 serv other than the primary assigned office</li> </ul>	ice delivery area
10%	5. Advises clients on work attitudes, habits, relationships and attire as related t referral	o a specific job
	<ul> <li>Refers clients with more complex or specialized issues and/or service not 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 III Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned worksites within the serv other than the primary assigned office</li> </ul>	inois Department of
05%	6. Establishes and maintains activity reports to demonstrate work activity and o	letail time charging
05%	7. Performs other duties as required or assigned which are reasonably within the duties enumerated above	ne scope of the
preparing, o	TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and revi ,, conducting and signing performance evaluations; effectively recommending and imposing of grievances for the incumbent of this position.)	
, ,	WORKING TITLE	(IF ANY)
Employme	nent Security Field Office Supervisor 13600-44-54-103-50-01 Front Line Progran	ns Supervisor
18. CHECK	CK THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervi	rvisor	
percentage	Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty staterage(s) allotted. If a box was checked above, list position title, position number, and nuate 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.

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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 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. TRANS	SACTION 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 (	CLARIF'	Y			
14. WORK LOCATION		15. BARGAINING/TERM CODE		RU1 EXE	TAN EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION		D0000			NI	☐ MC150 L	ATERA	L RE	ALLC	CATION	
Carpentersville, Illinois		RC062			N				WARD REALLOCATION		

% OF	40.00404575 04505747 445 40045 475 074754547 07 50047044 50554744 54546704
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
050/	O Doufement from the majoral to magnife marriage and majoral and the second sec
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%	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> </ul>						
	<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>						
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office						
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging						
05%	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 evances for the incumbent of this position.)						
	WORKING TITLE (IF ANY)						
Employme	nt Security Field Office Supervisor 13600-44-54-105-10-01 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.
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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	WORKING TITLE (IF ANY)		BILINGU			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	EXEMPT	COE	DE CI	HANGE
NEW/REVISED POSITION		☐ MC024 POSITION NUMBER CH			R CHANGE					
Northern Region / Carpentersville Processing Center		Service Unit II				⊠ MC026	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM RUTA CODE EXEM			☐ MC027 ADDITIONAL IDENTICAL CHAI					
EXISTING POSITION						☐ MD021 /	ABOLISI	Н		
						☐ MC149 [	OOWNW	/ARD	REA	LLOCATION
NEW/REVISED POSITION		DOGG	D0000		N I	☐ MC150 LATERAL REALLOCATION			CATION	
Carpentersville, Illinois		RC062			N	☐ MC158 UPWARD REALLOCATION			CATION	

% 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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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNC	TIONS					
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Lab System</li> </ul>	or Exchange					
	<ul> <li>As directed, performs these duties for assigned worksites within the service de other than the primary assigned office</li> </ul>	livery area					
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility de for routine, initial or continued claims	eterminations					
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10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a spering referral	ecific job					
	<ul> <li>Refers clients with more complex or specialized issues and/or service needs to office or partner staff</li> </ul>	relevant					
	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 D</li> </ul>	lonartment of					
	Processes data from file construction and maintenance for all relevant illinois L     Employment Security (IDES) automated data files	epartment of					
	Extracts and utilizes data						
	<ul> <li>As directed, performs these duties for assigned worksites within the service de other than the primary assigned office</li> </ul>	livery area					
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail ti	me charging					
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above						
preparing, c	TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing vector conducting and signing performance evaluations; effectively recommending and imposing discipling grievances for the incumbent of this position.)	vork, ary action and					
, 33	WORKING TITLE (IF AN	Y)					
Employme	ent Security Field Office Supervisor 13600-44-54-105-20-01 Front Line Programs Sup	ervisor					
18. CHECK	K THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervis							
percentage	upervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s ge(s) allotted. If a box was checked above, list position title, position number, and number ate incumbents or authorized funded headcount.						

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- 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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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

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1. POSITION TITLE	WORKING TITLE (IF ANY)  BILINGU CODE			POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION									
Employment Security Program Representative	Employment Service Program Representative	29	9	SS		13650-44-54-107-01-3			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 ESTABLISH 12/01/2023 ☐ MA022 EXEMPT CODE CHANGE				HANGE
Northern Region/ North Aurora Local Office					<ul><li>☐ MC024 F</li><li>☑ MC026 €</li></ul>			MBE	ER CHANGE
14. WORK LOCATION	101 - 111 - 1		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%		tary and nonmonetary benefit clain 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>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		vorksites within the service delivery area				
05%	6. Establishes and m	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, 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	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.
- 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 your	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			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	045	2	F	?	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION			☐ MA021 ESTABLISH 08/01		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 LOCATION	15. BARGAINING/TERM CODE		UTAN ☐ MC027 ADDITIONAL IDENTICAL C					
EXISTING POSITION				☐ MD021 A	BOLISH	1		
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				MC150 LATERAL REALLOCATION			CATION	
North Aurora, Illinois	RC062		N	☐ MC158 U	JPWARI	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 office</li> </ul>
	other than the primary assigned office
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							
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 determinat 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	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:							
☐ 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** 

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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.
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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 - 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	NUMBER
EXISTING POSITION		0052	011	1011 0022				
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	Service Delivery/ Fiel Operations	a 	0	050	2	F		
10. SECTION	11. UNIT						13. EFFECTIVE DATE	
EXISTING POSITION		☐ MA021 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/TERN CODE		UTAN XEMPT	•				
EXISTING POSITION	N			☐ MD021 ABOLISH				
	☐ MC149 DOWNWARD REALLOC			ALLOCATION				
NEW/REVISED POSITION	☐ MC150 LATERAL REALL OCATIO							
Ottawa, 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%	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>
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	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
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10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determination for routine, initial or continued claims
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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 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)
Employme	ent 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

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- 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 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	WORKING TITLE (IF ANY)	BILINGUA		TION TITLE	2. PO	SITIC	N NC	IUMBER	
EXISTING POSITION		0052	011	5.1.0022					
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. WORK LOCATION	15. BARGAINING/TERN CODE	CODE		TIONAL IDENTICAL CHANGE K COUNTY CHANGE					
EXISTING POSITION				☐ MD021 ABOLISH					
			☐ MC149 DOWNWARD REALLOCATION						
NEW/REVISED POSITION	7000	□ MC150 LATERAL REALLOCATIO			CATION				
Rock Island, Illinois	RC062		N	☐ MC158 U	JPWARI	D RE	ALLC	OCATION	

% OF	40. COMPLETE CURRENT AND ACCURATE CTATEMENT OF POCITION ECCENTIAL 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>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					
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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%	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> </ul>					
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10%	<ol> <li>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</li> </ol>					
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	<ul> <li>Conducts employment workshops to enhance client employability</li> <li>Assists clients with registration and claims</li> </ul>					
	<ul> <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					
	<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, 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 13600-44-55-104-10-01 Front Line Programs Supervisor					
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:					
☐ Supervis	or   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** 

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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 1/2/24		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	ΝT	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. UNIT			12. TRANSACTION 13. EFFECTIVE DATE				-	
EXISTING POSITION						☐ MA021 ESTABLISH	1			08/01/2023
						☐ MA022 E	XEMPT	COL	DE C	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITIO	N NL	JMBE	ER CHANGE
Northwest Region / Sterling Local Office		Service Unit I				⊠ MC026 (	CLARIF'	Y		
14. WORK LOCATION		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				
Sterling, Illinois		RC062			N	☐ MC158 U				

% OF	
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</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>
	<ul> <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> </ul>
	<ul> <li>Explains client rights and responsibilities as they pertain to benefits programs</li> </ul>
	Provides orientation and federally mandated services for the Reemployment Services and 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> <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> <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>
	<ul> <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> </ul>
	Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals
	Verifies and records placements
	As directed, solicits job opportunities  Assists with the planning recognition of higher fairs.
	<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 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>
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, 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:
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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.
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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

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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	-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	Contino Dolivor / Fiel	ط م						
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	1			08/01/2023
				☐ MA022 E	XEMPT	COE	DE C	HANGE
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 EXEM		☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	4		
				☐ MC149 E	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION				
Peoria, Illinois	RC062	RC062		☐ MC158 UPWARD REALLOCATION			OCATION	

0/ 05	
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EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Program Representative	Program Representative	rogram Representative		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 RUTA		☐ MC027 ADDITIONAL IDENTICAL CHANG☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	BOLISH	4		
				☐ MC149 E	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION				☐ MC150 LATERAL REALLOCATION				
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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	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)								
	nt Security Field Office Supervisor 13600-44-55-108-50-31 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 1/5/24		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			
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			RUTAN EXEMF	-	('HANGE				
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> </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</li> </ul>
	to determine status of referrals and need for additional referrals  Verifies and records placements
	As directed, solicits job opportunities
	<ul> <li>Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>
	<ul> <li>Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> </ul>
	<ul> <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> </ul>
	<ul> <li>Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> </ul>
	Provides information on available job training and/or educational programs
	<ul> <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> </ul>
	<ul> <li>Assists in the formation of work search action plan and reviews for compliance</li> </ul>
	Explains client rights and responsibilities as they pertain to benefits programs
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
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	Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office						
10%		tary and nonmonetary benefit clain routine, initial or continued claims	ry 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 performs these duties for assigned w	earches, and explains case disposition determinations idered determinations and accepts appeal when appropriate brms these duties for assigned worksites within the service delivery area					
	other than the	primary assigned office						
10%	5. Advises clients on referral	work attitudes, habits, relationship	s and attire as related to a specific job					
	office or partne		ssues and/or service needs to relevant shops to enhance client employability					
	<ul> <li>Processes dat</li> </ul>	a from file construction and mainte t Services (IDES) automated data	nance for all relevant Illinois Department files					
	As directed, per	performs these duties for assigned worksites within the service delivery area ne primary assigned office						
05%	6. Establishes and m	naintains activity reports to demons	trate 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			ole for assigning and reviewing work, nmending and imposing disciplinary action and					
			WORKING TITLE (IF ANY)					
Public Serv	vice Administrator, Opt. 1	37015-44-55-116-00-01	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 <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 yolhi	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	ent Service Delivery/ Field Operations		010	2	F			
10. SECTION	11. UNIT		12. TRANSACTION 13. EFFECTIVE CODE DATE			-		
EXISTING POSITION				☐ MA021 ESTABLISH	ł			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	WORK LOCATION  15. BARGAINING/TERM RUTAN EXEMPT ☐ MC027 ADDITIONAL IDENTICAL OF MC028 WORK COUNTY CHANGE							
EXISTING POSITION				☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION				☐ MC150 L	.ATERA	L RE/	ALLC	CATION
Champaign, 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 of the then 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>							
	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 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							
	and an animal and any repeated to an animal and any and account and an animal and an animal and an animal and an animal and animal and an animal and animal and animal and animal and animal and animal and animal animal and animal animal and animal							
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 levances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
	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							
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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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.
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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			IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	ogram Representative	29			SS	13650-44-57-102-20-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE			8. I AUDIT		9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Sancias Dalivand Field	J							
IL Department of Employme Security	ent	Service Delivery/ Field Operations	,		0	0 041 2 R				
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 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	-				
EXISTING POSITION						☐ MD021 ABOLISH				
						☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION		D0000			N.1	☐ MC150 L	ATERA	L RE	ALLC	CATION
Mount Vernon, Illinois		RC062			N	☐ MC158 U	JPWARI	D RE	ALLC	CATION

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>							
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	Conducts reconsidered determinations and accepts appeals							
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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  Description of the first state of the state o							
	<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							
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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 levances 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								
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 1/8/24		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 ANY)    BILINGUAL   POSITION TITLE   2. POSITION			N NC	IUMBER			
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		0	084	2	F		
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE			_	
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
Southern Region / Springfie Local Office	ld Service Unit I			☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL IDENTICAL ☐ MC028 WORK COUNTY CHANGE							
EXISTING POSITION				☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION	D0000			☐ MC150 L	ATERA	L RE	ALLC	CATION
Springfield, Illinois	RC062		N	☐ MC158 U	JPWARI	D RE	ALLC	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 other than the primary assigned office</li> </ol>
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  Proceedings						
	<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</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						
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)						
Employme	nt Security Field Office Supervisor 13600-44-57-117-10-01 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
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# **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.
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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 ANY)		BILINGU CODE			TION TITLE	2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Pro	gram Representative	29			SS	13650-44-60-1		101-10-31		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH			9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Santias Delivery Field	ı								
IL Department of Employme Security	ent	Service Delivery/ Field Operations	1		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	POSITIC	N NL	JMBE	ER CHANGE	
Call Center Operations / Lombard Call Ctr – Section A		Service Unit A-1				⊠ MC026 (	CLARIF'	Y			
14. WORK LOCATION		15. BARGAINING/TERM RUTAN EXEMP			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE						
EXISTING POSITION						☐ MD021 A	ABOLISH	4			
						☐ MC149 E	OWNW	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION		D0000			N.I.	☐ MC150 L	ATERA	L RE	ALLC	CATION	
Lombard, Illinois	bard, Illinois				N	☐ MC158 U	JPWARI	D RE	ALLC	LOCATION	

0/ 05	
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	Assists clients with registration and claims  Description of the first file and the file an						
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	WORKING TITLE (IF ANY)						
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N/A		

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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

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1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA		TION TITLE	2. POSITION NUMBER			
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			9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION	Comice Deliver / Fiel	ــــــــــــــــــــــــــــــــــــــ						
IL Department of Employme Security	Service Delivery/ Fiel Operations	a 	0	022	2	F	?	
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 F	POSITIC	N NL	JMBE	ER CHANGE
Call Center Operations / Lombard Call Ctr – Section	A Service Unit A-1			⊠ MC026 (	CLARIF	Y		
14. WORK LOCATION	15. BARGAINING/TERN CODE	15. BARGAINING/TERM RUTAN EXEMP		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION				☐ MD021 A	ABOLISH	Н		
				☐ MC149 [	OWNW	/ARD	REA	ALLOCATION
NEW/REVISED POSITION	D0000			☐ MC150 L	ATERA	L RE	ALLC	CATION
Lombard, Illinois	RC062		N	N ☐ MC158 UPWARD REALLOCATION			OCATION	

% OF	46 00451 575 0455547 445 40045 475 475 475 475 475 475 475 475 475 4
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	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 words as a public policy of the complete and provided for a public policy.
	Assists in the formation of work search action plan and reviews for compliance      Typicing client rights and responsibilities as they pertain to be nefits programs.
	<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>
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	interview procedures
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	As directed, solicits job opportunities

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preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible onducting and signing performance evaluations; effectively recommended 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.

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

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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 08/01/202		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 IDENTIC								
EXISTING POSITION	☐ MD021 ABOLISH									
						☐ MC149 E	OWNW	/ARD	REA	LLOCATION
NEW/REVISED POSITION	D0	70000				☐ MC150 L	.ATERA	L RE	ALLC	CATION
Lombard, Illinois	RC	062			N	☐ MC158 U	JPWARI	D RE	ALLC	CATION

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 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 is for routine, initial or continued claims	ssues, providing eligibility determination				
	<ul> <li>Investigates, researches, and explains case dispos</li> <li>Provides written determinations</li> <li>Conducts reconsidered determinations and accepts</li> <li>As directed, performs these duties for assigned wood other than the primary assigned office</li> </ul>	s appeals				
10%	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 iss office 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 maintena Employment Security (IDES) automated data files</li> <li>Extracts and utilizes data</li> <li>As directed, performs these duties for assigned wood other than the primary assigned office</li> </ul>	t employability ance for all relevant Illinois Department o				
05%	6. Establishes and maintains activity reports to demonstra	ate work activity and detail time charging				
05%	7. Performs other duties as required or assigned which ar duties enumerated above	re reasonably within the scope of the				
oreparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recommited in the incumbent of this position.)					
, 59	1 /	WORKING TITLE (IF ANY)				
Employment Security Field Office Supervisor 13600-44-60-101-20-01 Front Line Programs Supervisor						
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:					
☐ Supervi	sor   Lead Worker					
percentag	pervisory or lead worker responsibilities <u>must</u> be described in e(s) allotted. If a box was checked above, list position title, po 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.

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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	11. UNIT 12. TRANSACTION CODE DATE			EFFECTIVE TE				
EXISTING POSITION					☐ MA021 ESTABLISH 08/01/202		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/T CODE	15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL EXEMPT ☐ MC028 WORK COUNTY							
EXISTING POSITION		□ MD02			☐ MD021 ABOLISH				
	☐ MC149 DOWNWARD REALLO			ALLOCATION					
NEW/REVISED POSITION	□ MC150 LATERAL REALLOCAT			CATION					
Lombard, Illinois	RC062			N	☐ MC158 U	JPWARI	) 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 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> <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							
	As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office							
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging							
05%	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)							
	nt 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	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	sition Title Position Number No. of Incumbents or Fund			
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.
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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 ANY)	BILINGUA	_	ITION TITLE	2. POSITION NUMBER				
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Program Representative	Program Representative	29		SS		13650-44-60-101-40-31			
3. AGENCY	4. BUREAU/DIVISION		EXMT	5. EXMT CODE 6. WORK COUNTY		A/I 8. JTH AUDIT		9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION	Convine Delivery/ Fie	ld							
IL Department of Employme Security	Operations	Service Delivery/ Field Operations		022	2	F	?		
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION				☐ MA021 08/0		08/01/2023			
				☐ MA022 E	XEMPT	COE	DE C	HANGE	
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE					
Call Center Operations / Lombard Call Ctr – Section	A Service Unit A-4	Service Unit A-4							
14. WORK LOCATION	15. BARGAINING/TERI CODE	15. BARGAINING/TERM RUTA			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION					☐ MD021 ABOLISH				
					☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION	D0000			☐ MC150 L	ATERA	L RE	ALLC	CATION	
Lombard, 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>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>							
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	<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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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 13600-44-60-101-40-31 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** 

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 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)		BILINGUA			ION TITLE ON CODE	2. POSITION NUMBER			
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		EX	EAWIT 0		7. A/I AUTH			9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION	Comiles De	listant/Field								
IL Department of Employme Security	operations	Service Delivery/ Field Operations			0	022	2	F	₹	
10. SECTION	11. UNIT					12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 08/01		08/01/2023		
						☐ MA022 E	XEMPT	COE	E CI	HANGE
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Call Center Operations / Lombard Call Ctr – Section	3 Service Unit	Service Unit B-1								
14. WORK LOCATION	15. BARGAIN CODE	15. BARGAINING/TERM RUT. CODE EXE			•	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION						☐ MD021 ABOLISH				
						☐ MC149 E	OWNW	'ARD	REA	LLOCATION
NEW/REVISED POSITION	2000					☐ MC150 L	ATERA	L RE/	ALLC	CATION
Lombard, 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							
	<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 13600-44-60-102-10-01 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.
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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	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		(		081	2	F		
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE				
EXISTING POSITION						☐ MA021 ESTABLISH 08/01/2023			08/01/2023	
						☐ MA022 E	EXEMPT	COE	DE C	HANGE
NEW/REVISED POSITION						☐ MC024 F	POSITION NUMBER CHANGE			
Call Center Operations / Ro Island Call Center	ck	Service Unit I				☑ MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM RUTAN ☐ MC027 ADDITIONAL ID CODE ☐ MC028 WORK COUNT								
EXISTING POSITION					☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION				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>
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	<ul> <li>Conducts reconsidered determinations and accepts</li> </ul>	appeals						
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	<ul> <li>Processes data from file construction and maintenant</li> </ul>	ce for all relevant Illinois Department of						
	Employment Security (IDES) automated data files							
	Extracts and utilizes data     As directed, performs those duties for assigned work	raites within the convice delivery area						
	<ul> <li>As directed, performs these duties for assigned work other than the primary assigned office</li> </ul>	sites within the service delivery area						
05%	6. Establishes and maintains activity reports to demonstrat	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						
17 POSITIO	DN TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible	for assigning and reviewing work						
preparing, c	onducting and signing performance evaluations; effectively recomme evances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
Employme	syment 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								
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

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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 W		WORKING TITLE (IF ANY)		JAL E	POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION	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 6. WORK COUNTY		7. A/I AUTH	8. AUDIT		9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Camilaa Daliwamu Fiala									
IL Department of Employme	ent	Service Delivery/ Field Operations		0	0	84	2	F	₹		
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTIV DATE					
EXISTING POSITION						□м	A021 S	STABLIS	SH		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 ☐ MC027 ADDITIONAL IDENTICAL CHA							
EXISTING POSITION						☐ MD021 ABOLISH					
					☐ MC149 DOWNWARD REALLOCATION						
NEW/REVISED POSITION		DC062		N		☐ MC150 LATERAL REALLOCATION					
Springfield, Illinois		RC062			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>
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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 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 13650-44-60-130-20-31 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** 

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
Rover Devaugh by Mark Dowson 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.	complicts critical complications interpretation interpretation interpretation interpretation in prior copies I	enefit entitlement resolution ance with federal and state cal analyses of cases sucreates, enters and extranal and external inquiries etive services for Spanish ender analytical duties in the Board of Review, at the context of the endered activity and based on applicable filling the agency response in acking and generates no automated BRDS (Boarmine whether a transcriptionic systems.	ate statut britted, acts data es relating th speaking the revie ne local of request s d potentia gs and is n court in tices to c d of Revi	revies from the property of th	ewing for automoroblem ients.  appeal level, or and esternistion ants, emplocketing when necessity.	requestrablished with the system with the ployers g System ecessa	ency and commation of calculated es case eates calculated extern	claim- claim- to doc routin se file ces or ey Ge entati iews a	and udication tems; spending tems or ckets the control of the cont	erves as before nat are rity and es d record Office; d/or their ecordings ds files
20%	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.  OF CMS SIGNATURE AGENCY READ WATER DATE										
Ms lightly hy	Meken 12.3/3		Bv	2015			10			10]:	30/2013

16. (CONTINUE								7		
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF	POSITION	<b>ESSENTI</b>	AL FUNCTIONS (Co	ntinued)			
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	cases to determine sufficiency of material; requests additional or corrected ded (i.e., the highly complicated areas of protested determinations and sfers and cancellations of wage charges); reviews, verifies and organizes data; dvises legal staff as to contents and application of pertinent policies and							
10%	5.	information; perforr	s requested, researches Board of Review precedents, court rulings and opinions; excerpts pertinent formation; performs special projects and/or prepares statistical reports; assists in publishing ecisions and opinions.							
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	J TITLE A	ND NUMBER OF IMA	MEDIATE SUPERVISOR (Re	enoneible	for accir	ning and reviewin	a work propa	ring		
conducting	g and sigr	ning performance evaluation.)	uations; effectively recomme	inding and	imposing	g disciplinary action	n and adjustir	ng grievances		
					WORK	ING TITLE (IF AN	Y)			
Public Servic	e Admin	n, Opt 1 37015-44-0	)3-100-00-01	,						
18. CHECK TH	HE APPR	OPRIATE BOX IF THE	S POSITION IS A:							
SUPER	RVISOR	OR LEAD W	VORKER							
NOTE: S	uperviso	rv or lead worker rec	sponsibilities <u>must</u> be desc	cribed in a	detaile:	d duty statement(	e) with e			
tiı	me perce	entage(s) allotted.								
If a box wa headcoun		ed above, list position	title, position number, and n	umber of s	ubordina	te incumbents or a	uthorized fun	ided		
	Position	n Title	Position Nun	nber		No. of Incumbe	ents or Funde	d Vacancies		
N/A										
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PERFORI ABILITIES	MANCE ( <b>S AND LI</b>	OF THE WORK OF TH	I , ABILITIES, LICENSURE O HIS POSITION. NOTE: SING IFICATION IDENTIFIED ON	CE THERE	E ARE NO	OW SEVERAL OP	TIONS OF S	KILLS AND		
Requires knot background i Department of ownership me provide for the use a person	owledge, in social/ of Emplo anagem ne appro nal comp	, skill and mental devalues to be avioral sciences by ment Security; or form or operation. Respirate determination buter with related sof	velopment equivalent to the sor business and one year in the years professional expedires extensive knowled of notification of notification with the years of years of the years of the years of year	ar as a full perience i lge of clie byment In es ability to	I-time pr in persor nt and e surance o speak	ofessional emplo nnel administrati employer rights a claims benefit is and write the Sp king clients.	oyee with the on, or busing nd obligation ssues. Requi panish langu	e Illinois ess ns in order t ires ability t age at a		
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1. POSITION TITLE WOF		ORKING TITLE (IF ANY)	BILING		POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION Employment Security Service Rep		nemployment Insurance II) Appeals Analyst	29		SS		13667-44-08-400-10-32 13667-44-08-410-10-32			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΙΤ	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION										11/16/22 PNC
IL Dept of Employment Security		Legal Services/ Appeals	<b>S</b>		0	016	2	R		
10. SECTION		11. UNIT				12. TRANS	ACTION		13. DA	EFFECTIVE TE
EXISTING POSITION						☐ MA021 E		L		08/16/2022 HANGE
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 A	MD021 ABOLISH			
						☐ MC149 [	19 DOWNWARD REALLOCATION			
NEW/REVISED POSITION		RC062		N		☐ MC150 LATERAL REALLOCATION				
Chicago, Illinois						☐ MC158 UPWARD REALLOCATION				

Position # Page 1 of 4

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<ol> <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 determines if timely appeal has been filed</li> <li>Obtains information in unemployment claims from claimants, employers and other sources</li> <li>Analyzes findings, including any discrepancies and takes relevant action based an agency policies, procedures and guidelines</li> </ol>
35%	<ul> <li>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	F POSITION ESSENTIAL FUNCTIONS					
	Division utiliz (IBIS) and G Investigates Gathers and to determine Explains find Performs spe	Division utilizing systems including but not limited to Illinois Benefit Information System (IBIS) and GenTax  Investigates timeliness of protests						
05%	<ul> <li>Keeps abreast of new developments related to Unemployment Insurance (UI) appeals</li> <li>Attends meetings, training, seminars and conferences</li> <li>Travels to perform these duties</li> </ul>							
05%	5. Performs other of duties enumerated	•	are reasonably within the scope of the					
preparing, c			ble for assigning and reviewing work, nmending and imposing disciplinary action and					
			WORKING TITLE (IF ANY)					
	<u> </u>	. 1 37015-44-08-400-00-01						
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 as checked above, list position title, prized funded headcount.	in a detailed duty statement(s) with a time osition number, and number of					
F	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A								
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.								
Minimum C 1. Re co ad En	Qualifications equires knowledge, ski llege with academic ba ministration and (1) ye nployment Security; Ol	ll and mental development equivalent ackground in the social/behavioral sci ar as a full-time professional employ R rofessional experience in personnel a						

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 WO		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		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 Employment Security		Service Delivery/ Field Operations		0	016	2	F	₹		
10. SECTION		11. UNIT			12. TRANSACTION CODE			13. EFFECTIVE DATE		
EXISTING POSITION					☐ MA021 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 CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION			ALLOCATION	
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION				
2444 West Lawrence Chicago, Illinois		RC062 N		N	☐ MC158 UPWARD REALLOCATION					

0/ OF	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<ul> <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> </ul>
	<ul> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>
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 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%	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)				
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	(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				
F	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 CERTIFICATION" CAN NO LONGER BE USED.	E: SINCE THERE ARE NOW SEVERAL				
1. Require	ademic background in		e completion of four (4) years of college iness/personnel administration and one nt of Employment Security; <b>OR</b>				
•	Requires five (5) years professional experience in personnel administration or business ownership management or operation.						
•	-	write the Spanish language at a collo unish speaking clients.	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 10/29/23	3	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. POSITION TITLE WO		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					☐ MA021 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			☐ MC027 ADDITIONAL IDENTICAL CHANG ☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION			LLOCATION	
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION				
2444 West Lawrence Chicago, Illinois		RC062 N		N		☐ MC158 UPWARD REALLOCATION				

% OF	
% 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>						
05%	6. Performs other of duties enumerated	luties as required or assigned which a ed above.	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						
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				
Minimum C	ualifications		e completion of four (4) years of college				
with aca	<ol> <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> </ol>						
•	Requires five (5) years professional experience in personnel administration or business ownership management or operation.						
	es ability to speak and n conjunction with Poli	write the Polish language at a colloquesh speaking clients.	ial 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 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	WORKING TITLE (IF ANY)	) BILINGUA	_	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Service Representative	Service Representative	29		SS			7-44	-51-	102-20-31
3. AGENCY	4. BUREAU/DIVISION		5. EXM COD		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/ Fig Operations	Service Delivery/ Field Operations			016	2	F	₹	
10. SECTION	11. UNIT	11. UNIT			12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION				ESTABLISH		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	Service Unit II			☑ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TER CODE	15. BARGAINING/TERM RUT.			☐ MC027 ADDITIONAL IDENTICAL CHAN☐ 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	RC062 N			☐ MC158 UPWARD REALLOCATION				

% OF	
70 OF	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> </ul>
	Makes multi-claimant decisions
	<ul> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> </ul>
	<ul> <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>
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)						
Employme	nt Security Field Office	Supervisor 13600-44-51-102-20-01	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						
F	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 F 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	<ul> <li>Minimum Qualifications</li> <li>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</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 Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish 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 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 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. POSITION TITLE	WORKING TITLE (IF ANY)		BILINGUAI	_	POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Service Representative	Service Repre	sentative	29		SS			7-44	-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	nr i	Service Delivery/ Field Operations		0		016	2	F	₹		
10. SECTION	11. UNIT	11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION				ESTABLIS			SH			09/01/2023	
NEW/REVISED POSITION					☐ MA022 EXEMPT CODE CHANGE					HANGE	
					☐ MC024 POSITION NUMBER CHANGE						
Chicago Region/ Pilsen Loc Office		Service Unit I			☑ MC026 CLARIFY						
14. WORK LOCATION	15. BARGA CODE			RUTAN EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION					7 c	☐ MD021 ABOLISH					
					☐ MC149 DOWNWARD REALLOCATION				LLOCATION		
NEW/REVISED POSITION					☐ MC150 LATERAL REALLOCATION						
1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062	RC062		N		☐ 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> </ul>
	<ul> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> </ul>
	<ul> <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>
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%	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> <li>Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>Verifies and records placements</li> </ul>
10%	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)						
Employme	nt Security Field Office	Supervisor 13600-44-51-107-10-31	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						
F	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	<ul> <li>Minimum Qualifications</li> <li>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</li> </ul>								
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 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
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- 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.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Debra Short 11/14/23		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)			POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION			CODE		01 110	511 GGBL					
NEW/REVISED POSITION											
Employment Security Service Representative	Service R	epresentative	29			SS	13667	13667-44-51-107-20-31			
3. AGENCY	4. BUF	REAU/DIVISION			XMT ODE	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			0	016	2	F	₹		
10. SECTION	11. UN	11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE					
EXISTING POSITION				ESTA		☐ MA021 ESTABLISH	STABLISH		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				RUTAN EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION						☐ MD021 ABOLISH					
						☐ MC149 DOWNWARD REALLOCATION			LLOCATION		
NEW/REVISED POSITION						☐ MC150 L	ATERA	L RF	ALLC	CATION	
1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC06	RC062		N		☐ 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%	Establishes, maintains and/or prepares activity records and reports
400/	<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>								
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)						
Employme	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	e(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						
F	Position 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 CERTIFICATION" CAN NO LONGER BE USED.	E: SINCE THERE ARE NOW SEVERAL						
1. Require	<ul> <li>Minimum Qualifications</li> <li>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</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 Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish 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 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 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	1366	7-44-	-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	t		0	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 ⊠ MC026 CLARIFY										
14. WORK L	LOCATION		15. BARGAINING/TERM CODE	TAIDT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE								
EXISTING POS	SITION						☐ MD021 ABOLISH						
NEW/REVISED	POSITION						☐ MC149 DOWNWARD REALLOCATION						
Harvey, Illir		F	RC062 N			N	☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION						
% 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)							
									employment e with Federal of limited to or unique s defined by ndbook				

% 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%	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)							
Employme	nt Security Field Office Supervisor 13600-44-53-101-30-01 Front Line Programs Supervisor							
ріоўіііо	Troncellio Trogramo duporvidor							

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Lead Worker						
☐ Supervisor	☐ Supervisor					
	er responsibilities <u>must</u> be described in as checked above, list position title, p	in a detailed duty statement(s) with a time position number, and number of				
subordinate incumbents or author	rized 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	on characteristics.					
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
  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 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 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

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						OI 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			EXMT	6. WORK	7. A/I AUTH	8. AUD	OIT	9. OFFICE USE
EXISTING PO	SITION					CODE					
NEW/REVISEI	D POSITION										
II Departm	ent of Employme	ent	Service Delivery/ Field	b		0	016	2	F	2	
Security			Operations					_		-	
10. SECTIO	N		11. UNIT				12. TRANS	ACTION	ı	13. DA	EFFECTIVE
EXISTING PO	SITION						☐ MA021	L			
							ESTABLISH	н 09/01/2023		09/01/2023	
NEW/DEV/OF	2 DOOLTION						☐ MA022 E	EXEMPT	COE	DE CI	HANGE
NEW/REVISE							☐ MC024 POSITION NUMBER CHANGE				
	th Region/ Burba	nk				☐ MC026 CLARIFY					
Local Offic	e		Service Unit II								
14. WORK LOCATION			15. BARGAINING/TERM RUTAN EXEMPT			☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
EXISTING PO	SITION					☐ MD021 ABOLISH					
			☐ MC149 DOWNWARD F		REA	LLOCATION					
NEW/REVISED POSITION		PC062 N			☐ MC150 LATERAL REALLOCATION						
Burbank, Illinois		RC062 N		IN	☐ MC158 UPWARD REALLOCATION						
% OF 16 COMPLETE CURRENT AND ACCURATE STATEMENT OF PO			SITION E	SSENT	IAL F	UNO	CTIONS				
TIME											
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
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.											
	interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims										
Makes multi-claimant decisions											
Investigates, researches and explains case dispositions to clients											
Provides written determinations											
	Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by										
	the U.S. Department of Labor Education and Training Administration (ETA) handbook										
<ul> <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%	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>					
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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)					
	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:						
□ 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, 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
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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

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1. POSITIO	TION TITLE W		WORKING TITLE (IF ANY) BILINGUA CODE			POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POS	SITION										
NEW/REVISED POSITION											
Employment Security Service Representative		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 EXEMPT CODE CHANGE				
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 ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
% 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								
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	<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>								
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10%	4. 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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	WORKING TITLE (IF ANY)								
Employme	Security Field Office Supervisor 13600-44-53-104-30-01 Front Line Programs Supervisor								
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☐ Supervis	r 🔲 Lead Worker								

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Position Title	Position Number	No. of Incumbents or Funded Vacancies
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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	ON TITLE W		ORKING TITLE (IF ANY)	BILING			POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POS	SITION										
NEW/DEV/ICE	DOCITION										
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3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	т	9. OFFICE USE
EXISTING POS	SITION					OGBL					
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 CHANGE				
	h Region/ Joliet						☐ MC026 CLARIFY				
Local Office	9		Service Unit II				☐ MC027 ADDITIONAL IDENTICAL CHANGE				
14. WORK LOCATION			15. BARGAINING/TERM RUT/ CODE EXEM			TAN EMPT					
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 s monetary and nonmon	_			•		aa bu	t no	at limited to
			g, investigating, and pro								
	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 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%	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, 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 evances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
Employme	nt Security Field Office Supervisor 13600-44-53-105-20-31 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

- 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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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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EXISTING POS	SITION										
NEW/DEV/ICE	DOCITION										
NEW/REVISED POSITION Employment Security Se		8,	orvica Panracantativa				SS	13667-44-54-102-30-31			102 20 21
	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		
10. SECTIO	N		11. UNIT				12. TRANS	ACTION	İ	13. DA	EFFECTIVE IF
EXISTING POS	SITION						☐ MA021 ESTABLISH				09/01/2023
							☐ MA022 E	EXEMPT	CODI	E CI	HANGE
NEW/REVISED	POSITION						☐ MC024 POSITION NUMBER CHANGE				
Northern Region/ Rockford Local Office			Service Unit II				☑ MC026 CLARIFY				
14. WORK LOCATION			15. BARGAINING/TERM RUTAN EXEMP			TNADT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE				
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Rockford, I	llinois					☐ 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
			statutory provisions, rule s monetary and nonmon	_			•		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>Investigates, researches and explains case dispositions to clients</li> </ul>											
	Provides written determinations										
	<ul> <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> </ul>										
			d, travels to worksites in								
	great announced in the control activities and the performance great announced in										

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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

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EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Service Representative	Se	ervice Representative	29		SS		1366	13667-44-54-105-10-31			
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	1			09/01/2023	
						☐ MA022 EXEMPT CODE CHANGE					
NEW/REVISED POSITION						☐ MC024 F	POSITIC	N NU	JMBE	ER CHANGE	
Northern Region/ Carpentersville Processing Center	☐ MC026 CLARIFY										
14. WORK LOCATION		15. BARGAINING/TERM RUT CODE EXE			ΓΑΝ EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANG					
EXISTING POSITION					☐ MD021 A	ABOLISI	4				
						☐ MC149 [	NAMOC	/ARD	REA	ALLOCATION	
NEW/REVISED POSITION		RC062			N	☐ MC150 LATERAL REALLOCATION					
Carpentersville, Illinois		NGU02			IN	☐ MC158 UPWARD REALLOCATION			DCATION		

10. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)  1 Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Fed and State statutory provisions, rules, regulations and requirements  2 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  3 Makes multi-claimant decisions  4 Investigates, researches and explains case dispositions to clients  5 Provides written determinations  6 Meets and/or exceeds the federally mandated quality and timeliness metrics as defined to the U.S. Department of Labor Education and Training Administration (ETA) handbook  7 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  8 Reviews individual caseload activity on the pending adjudication report in order to maintate timeliness in the completion of pending adjudication cases  9 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  9 Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries supervisor or manager  10%  3. Conducts reconsidered determinations and accepts appeals  9 Hears, considers and adjudicates requests for reconsideration for monetary and nonmonetary issues pertaining to the Illinois Unemployment Insurance Act  9 Explains client rights and responsibilities as they pertain to benefit programs  10%  4. Assesses job seekers, taking or updating work history  9 Interviews job seeker	% OF	
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unemployment insurance benefit entitlement resolutions under provision of Unemployme 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 to 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  • Reviews individual caseload activity on the pending adjudication report in order to maintatimeliness in the completion of pending adjudication cases  • 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  • 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  10%  3. Conducts reconsidered determinations and accepts appeals  • 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  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 upd	40%	
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Reviews individual caseload activity on the pending adjudication report in order to maintat timeliness in the completion of pending adjudication cases  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  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  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  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 automate files  Provides clients with information regarding selected jobs and job interviewing procedures		<ul> <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> </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 automate files  • Provides clients with information regarding selected jobs and job interviewing procedures		<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>
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<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 automate files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</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 automate files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</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 automate files</li> <li>Provides clients with information regarding selected jobs and job interviewing procedures</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>
		Verifies and records placements
10% 5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs	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 duties as required or assigned which are reasonably within the scope of the duties enumerated above.						
preparing, c			mending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Employme	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							
percentage	e(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				
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.						
	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.							
<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>							
	n conjunction with ope	inish speaking clients.					

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	WORKING TITLE (IF ANY) BILII				ON TITLE ON CODE	2. POSITION NUMBER			
EXISTING POS	SITION										
NEW/REVISED	DOSITION										
Employme		Se	ervice Representative				SS	1366	7_44_	54-	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				R CHANGE			
Northern R Aurora Loc	egion/ North al Office		Service Unit I				☑ MC026 CLARIFY				
14. WORK L	OCATION		15. BARGAINING/TERM RUTA								ITICAL CHANGE
EXISTING POSITION			CODE			☐ MC028 \			TY C	CHANGE	
EXISTING CONTON						☐ MD021 A			DEA	LLOCATION	
NEW/REVISED	POSITION						☐ MC150 LATERAL REALLOCATION				
North Auro	ra, Illinois		RC062 N		N	☐ MC158 UPWARD REALLOCATION					
% OF TIME	16. COMPLETE	CUF	RRENT AND ACCURATE	STATE	MEN	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
	<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										
	<ul> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> </ul>										
			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	6. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTION	SNC					
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 issulationated 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>3. 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>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 at files</li> <li>Provides clients with information regarding selected jobs and job interviewing professions.</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 is including but not limited to referring employers to representatives from Business sidentifying barriers to employment and/or providing information on available training education programs</li> </ul>	Services,					
	o a south of the s	ing and					
05%	<ol> <li>Performs other duties as required or assigned which are reasonably within the scope duties enumerated above.</li> </ol>						
17. POSITIO	6. Performs other duties as required or assigned which are reasonably within the scope	of the rk, raction and					

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				
PHRASE "SAME AS SPECIFICATION		ON IDENTIFIED ON STANDARDS, THE			
Minimum Qualifications	711				
	d mental development equivalent to th	ne completion of four (4) years of college			
		siness/personnel administration and one			
year as a full-time profession	al employee with the Illinois Departme	ent of Employment Security; <b>OR</b>			
Peguires five (5) years profes	ssional experience in personnel admir	nistration or husiness ownership			
management or operation.	ssional expendence in personner admir	ilistration of business ownership			
management of operation.					
		oquial skill level in carrying out position			
duties in conjunction with Spa	anish speaking clients.				
Preferred Qualifications (In Order	r of Significance)				
1. Two (2) years of experience a	adiudicating unemplovment insurance	e (UI) benefit claims issues, including but			
not limited to providing eligibil	lity determinations for claims, conduc	ting reconsidered determinations and			
accepting appeals					
2. Two (2) years of experience i	nvestigating, researching and explain	ning unemployment insurance (UI) case			

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

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

- search plans and utilizing vocational counseling techniques
- 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.

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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	1366	7-44	-54-	107-20-31
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH			9. OFFICE USE
EXISTING POS	BITION					COBL					
NEW/REVISED  IL Departm  Security	POSITION ent of Employme	ent	Service Delivery/ Field Operations			0	045	2	F	₹	
10. SECTIO	N		11. UNIT				12. TRANS CODE	ACTION	İ	13. DA	EFFECTIVE TF
EXISTING POS	BITION						☐ MA021 ESTABLISH	1			09/01/2023
							☐ MA022 EXEMPT CODE CHANGE				HANGE
NEW/REVISED			☐ MC024 POSITION NUMBER CHA				ER CHANGE				
Aurora Loc	egion/ North al Office		Service Unit II			☑ MC026 CLARIFY					
14. WORK L	OCATION		15. BARGAINING/TERM RUTAN EXEMPT			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	☐ MC150 I				
% 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	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%	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 13600-44-54-107-20-01 Front Line Programs Supervisor							
Linployinc	The second of the state of the							

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:					
☐ Lead Worker					
☐ Supervisor					
NOTE: Supervisory or lead works	or roop anaibilities must be described i	in a datailed duty statement(a) with a time			
	as checked above, list position title, p	in a detailed duty statement(s) with a time			
subordinate incumbents or autho		osition number, and number of			
	nzed fanded fieldeodafft.				
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			
	ES AND LICENSURE OR CERTIFICATION	ON IDENTIFIED ON STANDARDS, THE			
PHRASE "SAME AS SPECIFICATION	ON" CAN NO LONGER BE USED.				
Minimum Qualifications	d	a a completion of form (4) reason of college			
		ne completion of four (4) years of college siness/personnel administration and one			
	al employee with the Illinois Departme				
year as a run-unic profession	ar employee with the millions beparting	ent of Employment Security, OK			
Requires five (5) years profes	ssional experience in personnel admir	nistration or business ownership			
management or operation.	·	·			
		oquial skill level in carrying out position			
duties in conjunction with Spa	anish speaking clients.				
Preferred Qualifications (In Order	r of Significance)				
		e (UI) benefit claims issues, including but			
	lity determinations for claims, conduc	ting reconsidered determinations and			
accepting appeals					
<ol> <li>I wo (2) years of experience i</li> </ol>	nvestigating, researching and explain	ning 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 COD		POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POS	SITION										
NEW/REVISED POSITION  Employment Security Service Representative		Service Re	ervice Representative			SS		13667-44-55-108-10-31			
3. AGENCY		4. BURE	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	ΝT	9. OFFICE USE
EXISTING POSITION						CODE					
NEW/REVISED POSITION  IL Department of Employment Security		nı	Service Delivery/ Field Operations			0	072	2	F	₹	
10. SECTIO	N	11. UNIT	11. UNIT				12. TRANSACTION 13. EFFEC CODE DATE			EFFECTIVE TE	
EXISTING POSITION							□ MA004			09/01/2023	
NEW/REVISED	DOSITION						☐ MA022 EXEMPT CODE CHANGE				
							☐ MC024 POSITION NUMBER CHANGE				
Northwest Region/ Peoria Local Office		Service	Service Unit I				☐ MC026 CLARIFY				
14. WORK LOCATION		15. BAR CODE			RU1 EXE	NADT	☐ MC027 ADDITIONAL IDENTICAL CHAN☐ MC028 WORK COUNTY CHANGE				
EXISTING POS	SITION						☐ MD021 ABOLISH				
NEW/REVISED POSITION							☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
Peoria, Illinois		RC062	RC062			N		UPWARD REALLOCATION			
% OF TIME	16. COMPLETE	CURRENT AN	RENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%			for an assign				a Service	Repre	senta	ative	for the
	Illinois Dep	artment of Ei	mployment Se	curity (I	DES	5)					
<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>											

0/ OF							
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
25%	2. Establishes, maintains and/or prepares activity records and reports						
	Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases						
	<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> </ul>						
	<ul> <li>Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> </ul>						
	<ul> <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> </ul>						
	<ul> <li>Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>						
10%	<ol> <li>Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</li> </ol>						
	<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</li> </ul>						
	files <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 evances for the incumbent of this position.)						
۰۰٫۱	WORKING TITLE (IF ANY)						
Employme	nt Security Field Office Supervisor 13600-44-55-108-10-01 Front Line Programs Supervisor						

18. CHECK THE APPROPRIATE BO	OX IF THIS POSITION IS A:	
☐ Lead Worker		
☐ Supervisor		
	as checked above, list position title, p	in a detailed duty statement(s) with a time position number, and number of
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19 SPECIALIZED KNOWLEDGES	SKILLS ABILITIES LICENSURE OR C	ERTIFICATION NECESSARY FOR THE
SUCCESSFUL PERFORMANCE OF	F THE WORK OF THIS POSITION. NOT ES AND LICENSURE OR CERTIFICATION	TE: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE
Minimum Qualifications  1. Requires knowledge, skill and with academic background in	d mental development equivalent to the	he completion of four (4) years of college siness/personnel administration and one ent of Employment Security; <b>OR</b>
Requires five (5) years profes management or operation.	ssional experience in personnel admi	nistration or business ownership
Requires ability to speak and duties in conjunction with Spa		oquial skill level in carrying out position
	adjudicating unemployment insurance	e (UI) benefit claims issues, including but eting reconsidered determinations and

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

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

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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

**Classification Approved By:** Chris Nickols

1. POSITION TIT	ON TITLE WORKING TITLE (IF ANY)  BILINGUAL POSITION TITLE   2. POSITION NUMBER										
Existing Position											
New/Revised Position	2 '' 2 ' ' ' ' ' '	<u> </u>		29	SS	136	71-44-40	-200-	20-31		
3. AGENCY	Security Specialist 1	<u> </u>	4. BUREAU/ DIVISION	20		5. EXMT	44-40-2 6. WORK COUNTY	1 7. A/I	8.AUDIT	9. OFFICE	
Existing Position			4. BONERO, BIVIOLON			CODE	COUNTY	AUTH	6.AUD11	11/16/22 - PNO	
New/Revised Position							<u> </u>	1	_		
IL Department	t of Employment Secur	rity	Business Services			0	0 072 Y R				
10. SECTION			11, UNIT			12. TRA	NSACTION	1	3. EFFECTIV	VE DATE	
Existing Position							02/16	/2019			
New/Revised Position			Migrant and Seasonal Farm Worker								
Intra-Agency C	Coordination		(MSFW) Program								
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE			024 POSIT 026 CLARI		MBER CH	ANGE	
Existing Position							027 ADDIT				
New/Revised Position				MD	021 ABOLI 149 DOWN	SH					
Peoria, IL			RC062			N   □ мс	150 LATER	RAL REA	ALLOCATIO	ON	
% OF TIME	16. COMPLETE CURR	ENT AN	O ACCURATE STATEM	ENT OF P	OSITION		158 UPWA FUNCTI		ALLOCATIO	ON	
			rovides information an						asonal	Farm	
			2A Temporary Agricul								
			program for the Illinois								
			o working and living ar s assistance and guid								
			assistance and guid nation and referrals for								
•	Establishes and main	ntains va	rious reports; maintair	ns and m	onitors fi	les; develo	os syster	ns to	organiz	:e	
			and hiring events. Mak								
	services.	ivocate.	Utilizes Spanish langu	lage to as	SSISI CIIE	its who led	uest of i	ieeu i	nterpre	live	
	00.11.000.										
25%			and guidance concern							W)	
			orary Agricultural Wo (H-2B) program for ID								
	pertaining to	MSFW,	H-2A and H-2B progra	ams to er	mployers	, employee	s, comm	unity	groups	and	
			es. Provides informati								
			ram services and reso								
			ents who request or n		•	s and Medicare. Utilizes Spanish ervices.				•	
									.,		
20%			equent field visits to ware igrant workers to offer							icultural	
			s random field checks							tate and	
	federal guide	elines. C	oordinates and execut	es field-v	vork scre						
	assist clients	who red	quest or need interpret	ive servi	ces.						
15%	3. Provides ass	sistance	and guidance to comn	nunity an	d State a	aencies re	ardina I	MSFV	/. H-2A	and H-	
1070			aining program rules,								
			person, by phone and								
			juidelines related to the ents who request or n				ograms.	Utilize	es Span	iisn	
			one mile request of fi	miles	F. 54.70 3	2. 1.300					
			sing, spreadsheet and							i	
15%			sorte including hut not	limited to	o reports	of outreac	n activitie	es, an	anol b		
15%	maintains va				terested	nartice Dr	anares re			ndings	
15%	complaints fr	om emp	loyers, employees and	d other in				eports	from fi	ndings	
15%  DIRECTOR OF C	complaints from and makes re	om emp		d other in improven	nents to		ionitor A	eports	from fi	ndings DATE	
	complaints from and makes re	om emp	loyers, employees and endations for program	d other in improven	nents to	statewide N	ionitor A	eports	from finate.		
	complaints from and makes recome Signature  CMS Signature  27	om emp	loyers, employees and endations for program	d other in improven	nents to	statewide N	ionitor A	eports	from finate.	DATE	

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	g but not limited to employer orienta ployment Security (IDES) employm a services. Utilizes Spanish languag	nts eligible for MSFW, H-2A and H-2B ations. Provides information to promote Illinois ent related services and unemployment te to assist clients who request or need
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	l w	ORKING TITLE (IF ANY)	BILINGU		SITION TITLE	2. POSI	TION NU	MBER		
Existing Position		<u> </u>	· ,	CODE	·	PTION CODE					
New/Revised Position		<u>f</u>		20			1367	1-44-40	-200-	-20-33	
	Security Specialist 1	<u> </u>	4 DUDEALK SIMIOLON	29	_	SS		44-40-22 6. WORK		31	9 OFFICE
3. AGENCY Existing Position			4. BUREAU/ DIVISION				CODE	COUNTY	AUTH	8.AUDIT	9. OFFICE USE
								041		_	05/16/2019 - update to
New/Revised Position  IL Department	t of Employment Secur	rity	Business Services				0	082	Υ	R	county 11/16/22 - PNC
10. SECTION	, ,	-	11. UNIT			· · · · · · · · · · · · · · · · · · ·	12. TRAN	SACTION	<u>'</u>	3. EFFECTIV	E DATE
Existing Position							-		$\top$	02/16	/2019
New/Revised Position			Migrant and Seasonal	l Farm \	Norke	r			L		-
Intra-Agency	Coordination		(MSFW) Program	ı ı allılı V	VOINE	'		21 ESTAB 22 EXEM		DE CHANG	E
14. WORK LOCA	Rutan MC024 POSITION						ION NU				
Existing Position	(IIOI		15. B) ING, INTING/TENWIO	<u> </u>			☐ MC0	27 ADDIT	IONAL		CHANGE
							☐ MD0	21 ABOLI	SH	TY CHANG	
New/Revised Position  Mount Vernon	Belleville, IL		RC062			N	☐ MC1	50 LATER	AL REA	REALLOC ALLOCATION	NC
% OF TIME	-4	ENT AN	  D ACCURATE STATEME	ENT OF	POSIT	ION FSS				ALLOCATIO	ON
73 OI 111VIL			provides information an							acces	Earm
			l-2A Temporary Agricult								
	Agricultural Workers	(H-2B)	program for the Illinois	Departr	nent c	of Employ	yment S	Security	(IDE	S). Trav	els to
			to working and living are								
			es assistance and guida mation and referrals for								
	Establishes and main	ntains v	arious reports; maintain	ns and n	nonito	rs files; c	develop	s systen	ns to	organiz	е
			and hiring events. Make								
	statewide Monitor Ad services.	vocate.	. Utilizes Spanish langu	age to a	ISSIST	clients w	no requ	iest or n	eed i	merpret	ive
	- COI \$1000.										
25%			n and guidance concern								W)
			porary Agricultural Wor (H-2B) program for IDI								dures
	pertaining to	<b>MSFW</b>	, H-2A and H-2B progra	ams to e	employ	yers, em	ployees	, comm	unity	groups	and
	other interest	ed part	ties. Provides information	on and a	essista	ance to n	otify inc	dividuals	of a	vailable	MSFW,
			gram services and resours, including but not limit								
			lients who request or ne					aic. Uli	11253	opariisi	'
			·		•					., .	
20%			requent field visits to wo nigrant workers to offer								cultural
			ts random field checks								tate and
	federal guide	lines. C	Coordinates and execute	es field-	work s						
	assist clients	who re	equest or need interpret	ive serv	ices.						
15%	3. Provides ass	istance	and guidance to comm	nunity ar	nd Sta	ite agend	cies rea	ardina N	/ISFV	V, H-2A	and H-
	2B programs	by exp	olaining program rules, r	egulatio	ons, po	olicies ar	nd proce	edures.	Resp	onds to	
-			n person, by phone and								
			guidelines related to the lients who request or ne					grams. I	JIIIZE	es opan	ISN
	ianguage to e			nic	. p. c v	. 5 501 110					
15%			ssing, spreadsheet and								l
			eports, including but not ployers, employees and								ndinge
ا م	and makes re		endations for program-i		ments	to state	wide M	onitor A			uniya
DIRECTOR OF C	MS SIGNATURE		IATE SUPERVISOR SIGNAT		AGEN	CY HEAD	SIGNAT	JRE			ATE
<i> </i>	melti 27		MAD 2 6 2019		_	<del>-\</del> -//	ک پیم	May	•	02/2	22/2019
CMS 104 (Ray 10/	/94) IL 401-0794		MAK 60 COIS				<del>-u</del>	<del>-7'</del>		<u> </u>	
DAN LINE	w 5-26-17			h /							

16. (CONTINUE	D)		
% OF TIME		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to e	orker (MSFW), H-2A Temporary Ag /orkers (H-2B) programs; maintains ports. Provides information and ref	orders and services relevant to Migrant and ricultural Workers (H-2A) and H-2B Temporary and monitors related files; develops systems to errals for services related to MSFW, H-2A and groups and other interested parties. Utilizes and interpretive services.
10%	programs, including Department of Emp	g but not limited to employer orienta ployment Security (IDES) employment services. Utilizes Spanish languag	nts eligible for MSFW, H-2A and H-2B ations. Provides information to promote Illinois ent related services and unemployment e to assist clients who request or need
05%	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:	
SUPER	<del>_</del>	VORKER  ponsibilities must be described in a	detailed duty statement(s) with a
	· · · · · · · · · · · · · · · · · · ·	itle, position number, and number of su	ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
			1
		<del></del>	
		·	
			CATION NECESSARY FOR THE SUCCESSFUL
			ARE NOW SEVERAL OPTIONS OF SKILLS AND

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CAN NO LONGER BE USED.

	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TO	2. FOS	71101111	UMBER					
New/Revised Position					420	71-44-4	0.200	20.26				
	Security Specialist 1	11	29	SS	13671	44 40 22	20-70-3	1-20-36 1-				
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				NSACTION	1.	13. EFFECT				
Existing Position								CODE 02/01/				
New/Revised Position Intra-Agency (	Coordination	Migrant and Season (MSFW) Program	al Farm We	orkers		✓ MA021 ESTABLISH						
			Rutan					JMBER CHANG				
14. WORK LOCA Existing Position	TION	15. BARGAINING/TERM	15. BARGAINING/TERM CODE Exempt				RIFY TIONAL	IDENTICA				
							K COUN LISH	ITY CHAN				
New/Revised Position North Aurora,	11	RC062	RC062 N				RAL RE	REALLOCAT				
% OF TIME		I ENT AND ACCURATE STATEN	D ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
		rision, provides information a		1676				asonal				
	contract compliance. and services; provides Establishes and main	eld visits to working and living Provides assistance and gui s information and referrals for tains various reports; mainta	dance to co or services ins and mo	ommunity related to onitors file	and State MSFW, ⊦ s; develor	agenc I-2A an s syste	ies. Ei d H-2l ems to	nters jol B progra organiz				
252/	statewide Monitor Adv services.	munity and hiring events. Ma vocate. Utilizes Spanish lang	uage to as	sist client	who req	uest or	need	interpre				
25%	statewide Monitor Adv services.  1. Provides infor program, H-2, Agricultural W pertaining to N other interests H-2A and H-2 temporary wo		rning the Morkers (H-2/DES. Explarams to emion and asources and ed to food s	igrant and A) progran ins rules, iployers, e sistance t other sta	Seasona n and H-2 regulation mployees o notify in e and/or	uest or I Farm B Tempolic s, commodividual	Worker porary sies are nunity s of avassista	ers (MS Non- Non- groups vailable ance av				
25% 20%	statewide Monitor Adviservices.  1. Provides infor program, H-2, Agricultural Windows pertaining to Nother interested H-2A and H-2 temporary work to assist clien  2. Travels to conworkers and compliance; of federal guidel	rmation and guidance concer A Temporary Agricultural Wo Vorkers (H-2B) program for I MSFW, H-2A and H-2B prog ed parties. Provides informat 2B program services and resorkers, including but not limite	rning the Morkers (H-2/DES. Explarams to emion and assources and ed to food soretive servivers and verifys and housites field-weight	igrant and A) program ins rules, iployers, esistance to other stant itamps and vices. I living are or employm ing inspectork screen	Seasonant and H-2 regulation mployees on notify included Medicar as of farment servicitions in actions est or Il Farm IB Tem Ins. polices, commodividual federal federal fee. Utilizan worke the ses and dherence	Worker porary cies are nunity s of avassista es Sp	ers (MS   Non-  nd proce groups  vailable ance av  anish la  d/or agri  ontract elated s					
	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 program services and resorkers, including but not limited orkers, including but not limited the who request or need internal and the resorted the migrant workers to offect conducts random field checks lines. Coordinates and executives	rning the Morkers (H-2/DES. Explarams to emion and aspurces and ed to food soretive services field-westive services munity and es, regulation of MSFW,	igrant and A) progran ains rules, aployers, e sistance t other sta stamps an vices. d living are e employm ing inspect ork screen es.  State age ons, polici p field visit H-2A and	Seasonan and H-2 regulation mployees on tify independent servicitions in actions  Utilisencies reges and press. Review H-2B pro	uest or  Il Farm  Il	Worker porary view are soft and is soft an	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 internative who request or need internative who request or need internative who request or need internative who request or need internative who request or need interpretations. Coordinates and executive request or need interpretations are processing, spreadsheet and processing, spreadshee	rning the Morkers (H-2/DES. Explarams to emion and assources and ed to food soretive services and housing tes field-weetive services (H-2/DES) and housing the MSFW, need interput database of timited to indicate the improvem	igrant and A) program ins rules, iployers, esistance to other stant stamps and vices. I living are employming inspect ork screenes. State age ons, polici glield visit H-2A and retive ser emanager reports o erested presents to sta	Seasona n and H-2 regulatior mployees o notify in e and/or d Medicar as of farment servicitions in actions in actions. Utilisencies reges and process. Review H-2B provices ment softy outreach arties. Pretewide M	uest or  al Farm B Temples, policies, commodividual federal fee. Utiliz  an worke ses and dherence ses and grams.  vare, es activiti pares r onitor A	Worker porary iles armunity is of avassistates Spars and job contains I MSFV es. Reported utilized	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 restorkers, including but not limited the who request or need international to the migrant workers to offections. Coordinates and executive request or need international to the program of the program of the program of the program of the program of the program of the program of the program of the program of the processing of the proc	rning the Morkers (H-2/DES. Explarams to emion and assources and ed to food soretive services and housing and verify and housing tes field-westive services, regulation and services field-westive services and housing the MSFW, need interpolation of the improvement of the improvem	igrant and A) program ins rules, iployers, e sistance t other sta stamps an vices. I living are remploym ing inspect ork screen es. State age ons, polici g field visit H-2A and retive ser e manager reports o erested po	Seasonan and H-2 regulation mployees onotify in eand/or did Medicar as of farment servicitions in actions in actions in actions in actions. Utilise es and provices ment softwork outreach inties. Present softwork outreach arties.	uest or  If Farm B Tem B, police c, commodividual federal e. Utiliz  In worke tes and dherence arding occedure s and p grams.  vare, es activiti pares r onitor A URE	Worker porary sies armunity sof avassistates Spers and job code to reanish I MSFV es. 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 esponds es interpes s Span hes anc d logs from fila te.				

10%	5.	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to e	orkers (MSFW), H-2A Temporary / orkers (H-2B) programs; maintain ports. Provides information and re	o orders and services relevant to Migrant and Agricultural Workers (H-2A) and H-2B Temporary as and monitors related files; develops systems to eferrals for services related to MSFW, H-2A and y groups and other interested parties. Utilizes eed interpretive services.
10%	6.	including but not ling of Employment Sec	nited to employer orientations. Pro curity (IDES) employment related	ients eligible for MSFW, H-2A and H-2B programs, ovides information to promote Illinois Department services and unemployment insurance program who request or need interpretive services.
05%	7.	Performs other dut enumerated above		are reasonably within the scope of the duties
conducting	g 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	21/16/00	OR LEAD W	IODVED	
NOTE: Si	uperviso me perce as checke	ery or lead worker resentage(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	1 03111011	TIMO	r oamon nambel	No. of incumpents of Funded Vacancies
19 SPECIALI	ZED KNO	DWIEDGES SKILLS	ARILITIES LICENSURE OR CERTIF	FICATION NECESSARY FOR THE SUCCESSFUL
PERFORM	JANCE C	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THER	E 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		10//	ORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE	2 POS	TION NU	MRFR		
Existing Position		771	SHRING TITLE (II ANT)	CODE	OPTION CODE		44-13-57			
N- /5-1-15-15										
New/Revised Position Employment S	Security Specialist 2			29	SS		<mark>2-44-22</mark> - 44- <del>22-54</del>	0 <del>-10-3</del> :		
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position		0	Administration							11/16/22 - PNC
New/Revised Position			Service Delivery/			0 016 Y R				
	of Employment Securi	ty	Unemployment Insurar	nce Progr	ams	0	016		R	
10. SECTION			11. UNIT			12. TRAN	SACTION	13	. EFFECTIV	'E DATE
Existing Position	Day on and Cantral		1 L 1 2 L 1 2 L 1 2 L 1 2 L 1 2 L 1 L 1							
New/Revised Position	Payment Control									
Benefit Payme	ent Control		New Hire Unit				21 ESTAB 22 EXEMI		E CHANG	E
14. WORK LOCA	TION		15. BARGAINING/TERM CO	nne -	Rutan Exempt		24 POSIT		MBER CHA	ANGE
Existing Position	TION	700-18	10. BAHGAHAHAA TEHIM OC	JOL			27 ADDIT	IONAL I		CHANGE
200-27	72.00						28 WORK 21 ABOLI	SH		
New/Revised Position			RC062		N		49 DOWN			
Chicago, IL	A COMOLETE OLIDOR	NIT AN		NT OF DO			58 UPWA		LLOCATIO	ON
% OF TIME	16. COMPLETE CURRE	IN I AIN	D ACCURATE STATEME	NI OF PC	ISTRION ES	BENTIAL	FUNCTI	ONS		
	is responsible for obtainterprets rules and re reviews and analyzes	aining li egulatio emplo New Hi	fire program manager, p llinois employer informa ons; provides technical a yer reports; establish ar re manager for program	tion for the assistance nd mainta	e nationwice to employ in new hire	le emplo ers; usir reportin	oyer Nev ng a pers g syster	v Hire sonal n. Ma	Regist comput kes	ry. er,
35%	information fo	r the n bmissi	al duties in the New Hire ationwide employer New ons to monitor Unemplo nent earnings.	w Hire Re	gistry. Rev	iews an	d analyz	zes en	nployer	
25%	employers re and procedur review. Revie	garding es. Res ws and nploye	anguage when necessal New Hire reporting insome sponds to inquiries; as red provides interpretation rs and New Hire progra	tructions. equested of state a	Explains p , drafts res and federal	rogram r oonses a guidelin	rules, re and sub es relate	gulation mits to te	ons, pol o manag he prog	licies ger for gram.
20%	p. coodu.co.									
		nagem	ntains new hire reporting ent software. Maintains reports							and
15%	3.2.37740		F							
	hire reporting preparing rep	proced orts fro	studies on existing New dures, ensuring adherer om findings, makes reco te to effectiveness of pro	nce to statement	te and fede	ral guide	elines. F	Partici	pates ir	ո
	<b>c</b>									
DIRECTOR OF C	MS SIGNATURE (	IMMED	IATE SUPERVISOR SIGNAT	URE A	GENCY HEAD	SIGNAT	URE		10/6	ATE 24/2014
CMS-104\(\)(Rev. 10/	351 94NL 401-7794 A		100		All I				W Ef	
Debi	a D. Shout 11/2	0/14			/		001	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 yeand and design of operational system and feder cooperative working relations atems and related software p	essional experience; or requires five ars at the professional level. Requi- etems; agency programs, service go al regulations impacting on the des ships, communicate verbally and in	etion of four years of college with made years of work experience in programes working knowledge of program cals, activities and operational systems or operation of programs. Requirely written form, use mainframe and any and write the Spanish language at g clients.	am research, research ems. Requires iires the ability utomated

\* . . .



Existing Position				CODE	OPTION CODE					
New/Revised Position				29	SS	136	73-44-5°	1-220	-00-31	
Employment S 3. AGENCY	Security Specialist 3		4. BUREAU/ DIVISION	23	- 00	5. EXMT	44-51-22 6. WORK	7. A/I		9. OFFICE
Existing Position			4. BOILEAU/ BIVIOION			CODE	COUNTY	AUTH	8.AUDIT	12/16/22 - PNC
New/Revised Position									<u> </u>	
IL Departmen	t of Employment Secur	ity	Service Delivery/ Field	Operation	ns	0	016	2	R	N
10. SECTION			11. UNIT	12. TRAN CODE	12. TRANSACTION 13. EFFECTIVE DA					
Existing Position							11/01	/2021		
New/Revised Position	on.		Employment Services	mployment Services						
Chicago Regi	OH		Rutan MC022 EXEMPT CODE CHA							
14. WORK LOCA Existing Position	ATION		15. BARGAINING/TERM CO	DDE	Exempt	_ п	26 CLARI	FY		
Existing Position						☐ MCC	27 ADDIT 28 WORK	COUN		
New/Revised Position							21 ABOLI 49 DOWN		REALLOC	ATION
Chicago, IL  RC062  N   MC150 LATERAL RE.   MC						ALLOCATIO	NC			
% OF TIME	16. COMPLETE CURRE	ENT AN	ID ACCURATE STATEME	NT OF PC	SITION ES				KLLOO/ (TIC	214
25%	Services (ES) Program procedures for the imensures compliance with development program. Coordinates with Buston employers and to prove recruitment procedure employers. Prepares interpretive services for the implementation of the procedure of th	m for a plemer vith relass to in iness so vide gues; orgareports or Spaud progod integ	rms advanced professio Initiates, plans, develop provision of Employmer rams developed by coop rate procedural innovation	tes, plansylarious feedercy goal es for option of the plan and on finding and function on finding and orgent Service perating p	s, develops derally fun s. Conduct mum achie nd conduct ne planning procedure gs to Regio ons for the ganizes gui e Programs public and p	and org ded Employ se trainin vement semina and imples to devenal ES I Employ delines a ; analyza	panizes of ploymen g for in-loof region region for job plementation program ment Seand proces Feder ganizati	guident Service Manager Vice edurer al Reons to	lines and vice progress staff of workforelations ager. Prograss for the gulation adapt,	d grams; d orce s with rovides am for e ns and
<ol> <li>Federal Regulations and agency goals.</li> <li>Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts modules, webinars and/or in person seminars for in-house staff development programs to skills and attitudes for optimum achievement of regional objectives; directs various programs requirements, facilitates formulation and installation of staff development, organization and to effect operational improvements. Conducts follow-up studies to review and evaluate transcribes. Measures overall effectiveness of training programs; identifies needs and recomm corrective action.</li> <li>Coordinates with Business Services Outreach team to plan and conduct seminars for job and employers; prepares correspondence to employers to solicit job openings; refers or a employer order for workers; disseminates Labor Market and job information to employers the Spanish language when necessary; assist staff for the Regional and local offices in jo</li> </ol>						ns to impogram n and utive training mmeno job seel or accep vers, util n job	orove ilization g ds kers pts izing			
garel Ju	area employe	dual applicants; serves a rvels to worksites to perf	Orm thes		O SIGNAT	URE		D	NATE 04/2021	

16. (CONTINUE			ESSENTIN FUNCTIONS (S. III.
% OF TIME	16. COMPLETE CURREN	AND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
15%	regarding the of employers t Illinois Labor E available jobs, employer inter	planning and implementation of workfor o identify positions suitable for participa Exchange system; conducts quality revieutilizing the Spanish language when neviews. Accesses Illinois Benefit Informated and wage received.	creach team to provide guidance to employers are recruitment procedures. Reviews operations ants. Processes job order specifications using the lews on job orders; matches job seekers with eccessary; screens applicants and coordinates ation System (IBIS) and related applications to cords; obtains employer account numbers
10%	corrective acti		ng and evaluative tools; develops plans of ocal Offices of assigned region. Utilizing Excel, Regional ES Program Manager.
05%	improve field v resources. Ma	risiting program in order to increase em	levelop positive relations with employers and to ployer utilization of Employment Service g jobs with the Department of Employment ary.
05%		ams. Attends related meetings, training	ules and regulations related to Employment sessions, seminars, and conferences to keep job
05%	Performs othe enumerated a		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)
•	37015-44-51-220-00-0		Employment Services (ES) Program Manager
18. CHECK TH	IE APPROPRIATE BOX I	F THIS POSITION IS A:	
SUPER	RVISOR OR LE	AD WORKER	
		er responsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	me percentage(s) allotte		ubordinate incumbents or authorized funded
headcoun		mon me, position number, and number of s	apordinate incumpents of authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	i osidon nde	1 OSILIOH NUMBER	140. Of mounipents of Funded vacalities
			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	IF		WORKING TITLE (IF ANY)  BILINGUAL POSITION TITLE OPTION CODE OPTION CODE OPTION CODE OPTION CODE										
Existing Position					· · · · · · · · · · · · · · · · · · ·	CODE	OF I		1 <del>367</del> 3	<del>-44-5</del> 4-2			
New/Revised Position		sistint 2				29	. ;	SS	13673	13673- -44-54-2	4-54 20-1	<del>-220-</del> 00-	31
Employment S 3. AGENCY	security Spe	cialist 3		4. BUREAU/ DIV	/ISION				5. EXMT CODE	6. WORK	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position									- 0022	555,			2/16/19 - Update to work loc.
New/Revised Position										0.45		۱.	12/16/22 - PNC
IL Department	of Employm	nent Secur	ity	Service Deliv	ery/ Field	Operation	ons ———		0	045	Y	R	/E DATE
10. SECTION				11. UNIT					12. TRANSACTION 13. EFFECTIVE D. CODE				
Existing Position								10/01/2010					
New/Revised Position  Northern Regi	on			Employment Services					☐ MC0	21 ESTAB 22 EXEMP	T COE		
14. WORK LOCATION				15. BARGAININ	G/TERM CO	DE		Rutan Exempt		24 POSITI 26 CLARII		MBER CH	ANGE
Existing Position				10. Brateranti	0/12/(//.00				□ мсо		ONAL		CHANGE
Aurora, IL									☐ MD0	21 ABOLI	SH		
New/Revised Position					RC062		l	N	☐ MC1	49 DOWN 50 LATER	AL REA	ALLOCATION	NC
Aurora, IL North Aurora, IL  % OF TIME 16. COMPLETE CURRENT A				ID ACCURATE		IT OF PO	I SITIO	ON ESS	□ MC1 FNTIAL	58 UPWA	RD REA	ALLOCATIO	ON
% OF TIME													
	Under gene	eral direction	on, ind	ependently per	forms adv	anced p	rofes	sional f	unction	s for the	Emp	loymen	t d
	Services (E	S) Prograi	m for a	an assigned reg ntation and pro	gion. Initiat	es, pian	s, dev	velops : Ilv fund	and org	dovmen	Sen	rice pro	orams:
	procedures	mpliance v	piemei vith rel	lated regulation	s and age	ency doa	ls. Co	onducts	trainin	a for in-t	ouse	staff	9.0
	developme	nt phance v	ns to in	nprove skills ar	nd attitudes	s for opti	imum	achiev	ement	of regior	al ob	jectives	i.
	Coordinate	s with Busi	iness S	Services Outre	ach team t	to plan a	nd co	onduct :	seminai	's for job	seel	cers and	1
	employers	and to prov	vide aı	uidance to emp	lovers reg	arding th	ne pla	anning a	and imp	lementa	ition (	ot workt	orce
	recruitment	procedure	es: ora	anize and deve	elop guidel	lines and	d proc	cedures	to dev	elop pos	itive	relation	s with
	employers.	Prepares	reports	s and recomme	endations of	on findin	gs to	Region	nal ES F	rogram	Man	ager. P	rovides
	interpretive	services f	or Spa	nish speaking	clients.								
25%	1. Ind	lenendently	v nerfo	orms advanced	profession	nal funct	ions f	for the l	Employ	ment Se	rvice	s Progra	am for
23 /6	an	assigned r	eaion.	Initiates, plans	s, develops	s and org	ganiz	es guid	elines a	and proc	edure	es for th	e
	imi	olementatio	on and	provision of E	mploymen	t Service	e Prog	grams;	analyze	es Fedei	al Re	gulatio	ns and
	aui	delines an	d prog	rams develope	ed by coop	erating r	oublic	and pr	ivate or	ganizati	ons t	o adapt	,
	inti	roduce, an	d integ	rate procedura	al innovatio	ons and o	chanç	ges to e	ensure s	service a	ına co	ompiian	ce with
	Fe	deral Regu	llations	s and agency g	joais.								
20%	2. Uti	lizina Powe	erPoin	t or other relate	ed software	e, plans,	deve	elops, s	chedule	es, and o	ondu	cts trair	ning
2070	l mo	dules, web	oinars :	and/or in perso	n seminar	's for in-l	house	e staff d	levelopi	ment pro	gram	ns to imi	prove
	ski	lls and attit	tudes f	for optimum ac	hievement	of regio	nal o	bjective	es; direc	cts vario	us pr	ogram	
	rec	uirements	, facilit	ates formulation	n and inst	allation of	of sta	ff devel	opmen	t, organi	zatio	n and ut	ilization
	to	effect oper	ationa	l improvements	s. Conduct	s tollow-	up st	udies to	o reviev	v and ev	aiuai 4 rec	e trainir Someon	ig de
		sults. Meas rective act		verall effective	ness or tra	aming pri	ogran	ns, idei	imies in	ccus an	1100		45
	CO	rective act	IOI1.										
15%	3. Co	ordinates v	with Bu	usiness Service	es Outread	ch team t	to pla	n and d	conduct	semina	rs for	job see	kers
	and	d employe	rs: pre	pares correspo	indence to	employ	ers to	solicit	job ope	nings; r	efers	or acce	pts
	em	ployer ord	er for v	workers; disser	ninates La	bor Mar	ket a	nd job i	nforma	tion to e	mploy	yers, uti	lizing
	the	Spanish I	angua	ge when neces	sary; assi	st staff fo	or the	Regio	nal and	rocal on	ices	in job bor Mai	kot and
•	sol	icitation to	r indivi	idual applicants	s; serves a	is a regio	onai s e dut	ies	OI Stail	regarun	iy La	DOI IVIAI	Ket and
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DIRECTOR OF CMS SIGNATURE IMMED				DIATE SUPERVISO	ar signati	JFE A	GENC	YHEAD	SIGNAT	URE		"	DATE
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16. (CONTINUE	D)							5	
% OF TIME		CURRENT AND	ACCURATE STATE	MENT OF POSITION	IESSENTI	AL FUNCTIO	NS (Contin	nued)	
15%	regai of en Illinoi avail empl verify	rding the plant oployers to ide is Labor Excha able jobs, utiliz oyer interview	ning and implementify positions su ange system; con zing the Spanish s. Accesses Illina a, employment si	ness Services Ou entation of workfor uitable for participa nducts quality revi language when n ois Benefit Informa tatus and wage re	rce recru ants. Pro lews on j ecessary ation Sys	uitment prod ocesses job ob orders; y; screens a stem (IBIS)	cedures. order sp matches applicant and rela	Reviews of the control of the contro	operations ans using the ers with ordinates eations to
10%	corre	ctive action fo	r areas of weakn	e regional monitor ness found in the L tions on findings to	_ocal Off	ices of assi	gned reg	gion. Utiliz	
05%	impro resou	ove field visitin urces. Markets	ng program in ord s and promotes t	nd procedures to o der to increase em he benefits of listin uage when necess	iployer u ng jobs v	tilization of	<b>Employr</b>	ment Serv	ice
05%	Servi			al and state laws, i meetings, training					
05%		orms other dut nerated above		r assigned which	are reas	onably with	in the so	cope of the	duties <sup>°</sup>
conducting		rformance eval		/ISOR (Responsible recommending and					
					WORK	ING TITLE (	F ANY)		
•	37015-44-54-2				Northe	rn Region I	ES Prog	ram Mana	ger
18. CHECK TH	IE APPROPRIA	TE BOX IF THI	S POSITION IS A						
	RVISOR OR	☐ LEAD W	VORKER						
tir	ne percentage(	(s) allotted.	-	<u>st</u> be described in a		•	, ,		
If a box wa headcount		/e, list position t	title, position numb	er, and number of s	subordina	te incumben	ts or auth	orized fund	ed
	Position Title		Pos	sition Number		No. of Inc	cumbents	or Funded	Vacancies
N/A								*	
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PERFORM ABILITIES	MANCE OF THE	WORK OF TH	IS POSITION. NO	ISURE OR CERTIF DTE: SINCE THERE IFIED ON STANDA	ARE NO	W SEVERA	L OPTIO	NS OF SK	ILLS AND

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

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

1. POSITION	N TITLE	W	ORKING TITLE (IF ANY)  BILINGUA CODE				TION TITLE ON CODE	2. POSITION NUMBER				
EXISTING POS	SITION											
NEW/REVISED	POSITION											
	nt Security Tax	Se	enior Tax Auditor	29			SS	13682-44-70-253-10-31				
3. AGENCY			4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDI	-	9. OFFICE USE	
EXISTING POS	SITION											
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IL Departm Security	ent of Employme	ent	Revenue			0	045	2	R			
10. SECTIO	N		11. UNIT				12. TRANS/	ACTION		13. I DAT	EFFECTIVE E	
EXISTING POS	SITION						☐ MA021 ESTABLISH	l		•	10/01/2023	
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Field Audit Field Audit	& Collections/		Area 3				☑ MC026 CLARIFY					
14. WORK L	OCATION					ΓAN EMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE☐ MC028 WORK COUNTY CHANGE					
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NEW/PEN/055							☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISED			RC062			N			CATION			
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70 OF TIME	16. COMPLETE	CUF	RRENT AND ACCURATES	STATE	MEN	T OF P	DSITION ES	SSENTI	AL FU	JNC	CTIONS	
40%			n, as a Senior Tax Audito ses a full range of auditir								Security	
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 of 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>											
1070	2. Collaborate	, J VI	vith and provides training	ן נט טנוו	oi al	uuii sia	11					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
TIME	<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 payroll 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%	<ul> <li>4. Completes computer audit reports, assembles any relevant exhibits and submits completed audits to supervisor</li> <li>Responds to and resolves discrepancies for any audits returned by supervisor</li> </ul>
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>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%	8. 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 Ser	rvice 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									
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 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 Dowson 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					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	6. WORK COUNTY	7. A/I AUTH	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 06/16/2022			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 CHANG☐ MC028 WORK COUNTY CHANGE					
EXISTING POSITION				☐ MD021 A	ABOLISH	4			
				☐ MC149 DOWNWARD REALLOCATIO		LLOCATION			
NEW/REVISED POSITION	RC062		N	☐ MC150 LATERAL REALLOCATION					
Springfield, IL	NGU02		IN	☐ MC158 UPWARD REALLOCATION				CATION	

Position # Page 1 of 6

% OF	
TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	Under direction, as a function administrator, serves as State Monitor Advocate (SMA) for the Illinois Department of Employment Security (IDES)
	<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> <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 onsite reviews of services at local offices and employer sites, utilizing procedures and review formats specified in federal regulations</li> <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> <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> <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> <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 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%	<ol> <li>Conducts studies, collects data and creates a variety of complex reports for internal and external parties</li> </ol>
	<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>4. 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 provides advice on incorporating changes</li> <li>Travels to perform these duties</li> </ul>
10%	<ul> <li>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</li> <li>Maintains a collaborative working relationship with the National Farmworker Jobs</li> </ul>
	<ul> <li>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									
	Collaborates with agency management in identifying and resolving issues and proposing system improvements     Monitors to answer that complaint system logs are transmitted to relevant federal.									
	<ul> <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>									
	agency	s research on proposed changes to r programs	·							
	Monitor	and participates in training from the U Advocate and National Monitor Advoc to perform these duties								
05%	8. Performs other duties enumera		are reasonably within the scope of the							
preparing, c			ole for assigning and reviewing work, imending and imposing disciplinary action and							
, ,			WORKING TITLE (IF ANY)							
SPSA, Opt	. 1 40070-44-40-200	-00-01								
18. CHECK	THE APPROPRIATE BO	OX IF THIS POSITION IS A:								
☐ Supervis	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										
40 ODEO!A	LIZED WIOW! EDOES		EDTIFICATION NEOFOCADY 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.										
<ol> <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> </ol>										
50										

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

(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

- 1. 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.

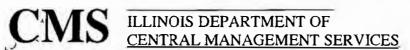
The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as State Monitor Advocate. The person in this position plays a critical role in Illinois' Monitor Advocate System that protects the standard of employment services to 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
anthony Pascenter 8/23	/2022	Kristin Richard by John	6/28/2022
In probably -			

Position # Page 6 of 6



Existing Position	LE		WORKING TITLE (IF ANY)  BILINGUAL POSITION OPTION					2. POSITION NUMBER					
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esting Position						-y	☐ MC0	27 ADDITI 28 WORK	ONAL I	DENTICAL TY CHANG	L CHANC		
lew/Revised Position					_	14	☐ MD0	21 ABOLIS	SH				
33 S. State St	reet			RC-10		/N	☐ MC1	50 LATER	AL REA	LLOCATION	ON		
Chicago, IL 60										LLOUATI	J.,		
OF TIME	16. CO	MPLETE CURI	RENT AN	ND ACCURATE STATEM	ENT OF PC	SITION ESS	ENTIAL	FUNCTI	<u>ONS</u>		_		
25%	1.	Sub-Division	n Refere	by resolving jurisdiction ee and the Board of Rev	view, as w	ell as to the	timeline	ss and	suffici	ency ui	nder la		
20%		Sub-Division of the employment of the parties of Review as well Examines the support a deinsufficiency	n Referencyer's property or late a swell as one documents of the documents		view, as we efits; deter the Appe s for addit e and deter with respend the materials.	ell as to the rmines the leads Sub-Divisional evidenermines the country to the Clark to the Clar	timeline egal suffision Re tiary he legal ad sue, an aims Ad	ess and stricted ficiency of the feree are arings. The fequacy doin castigudicate	sufficion of the es of lor or A	ency unasons g Board record legal appeals	nder la iven b of I to		
		Sub-Division of the employment of the employment of the parties of Review as well as the parties of Review as well as the parties of Review decign of the parties of the pa	n Referency er's properly as one documents of the documen	ee and the Board of Revotest to a claim for ben appeals to either or both frequests by the partie ment content of each fill of the Board of Review or mine whether to remain further investigation or anguage when necessal Hearings Referee, along the parties, evidentiary volving the same claims and contentions in Board of Review decision the record and consider analyzes and evaluates	view, as welfits; determined the Appe s for addition and determined the material evidential ary, review g with all context exhibits, the ant; weighth and exhibits of the arguitation of the arguitation of the arguitation and the arguitation arguitation and the arguitation and the arguitation arguitation and the arguitation ar	ell as to the rmines the least Sub-Divisional eviden ermines the ct to each is ter to the Clay hearing ups the transcother file doctoriefs by legal to the legally the parties, eving the same ments and comments and	timeline egal suff sion Re tiary he legal ad sue, an aims Ac pon spe ript of th cuments al couns vidential claimar contentic	ess and sificiency of feree ararings. I equacy d in castigudicate ordine testimas, including sel, and sible factory exhibits, weightons made	of the of the es of lers are are sing ag prior less, brits	recording a large state of the	nder la iven b of l to suction ed ecords of rd and legal ties, of		

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	Prepares for the Board of Review a recommended draft decision which consists of a clear and concise statement of facts and law, an explanation of the application of the statutory provisions to the facts, reasons for all conclusions, and a ruling with respect to every issue that affirms, modifies, reverses or remands the case with instructions as may be appropriate.								
10%	6.		Renders legal assistance in the preparation for, or hearing of, cases coming before the Board of Review for a formal hearing, and in the preparation of decisions by the Board of Review in such cases, 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)							
SPSA, Opt 8	L 4007	70-44-03-000-00-01									
18. CHECK TI	HE APPE	OPRIATE BOX IF THI	S POSITION IS A:								
SUPE	RVISOR	OR LEAD W	VORKER								
ti	me perce as check	entage(s) allotted.	sponsibilities must be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded							
	Position	ı Title	Position Number	No. of Incumbents or Funded Vacancies							
n/a											
	<del></del>										
		· · · · · · · · · · · · · · · · · · ·									
			<del>                                     </del>								
PERFOR ABILITIE CAN NO	MANCE ( S AND L LONGER	OF THE WORK OF TH ICENSURE OR CERTI I BE USED.	HIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	FICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS, THE PHRASE "SAME AS SPECIFICATION"							
license to priviles and of to the Deparemental employers, rability to ana clear mental	actice la 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 TITI		1 10/	ORKING TITLE (IF ANY)	ITION TITLE	2. POSITION NUMBER									
Existing Position			CODE OPTION CODE											
		ļ.,	*					<del>29994-44-08-400-23-31</del>						
New/Revised Position Office Adminis	strator 4		29 SS1					<del>29994-44-08-400-23-31</del> <del>29994-44-08-420-30-31</del>						
3. AGENCY			4. BUREAU/ DIVISION	60°50 6			5. EXMT CODE	6. WORK COUNTY	7.A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position											11/16/22 PNC			
New/Revised Position  IL Dept of Emi	ployment Security		Legal Services/ Appe	eals			0	016	N	R				
10. SECTION	,		11. UNIT				12. TRAN	SACTION	11	3. EFFECTIV	E DATE			
Existing Position  Case Manage  New/Revised Position	ment									06/01/	/2019			
	/ Case Management	<b>€</b> X	Benefit Appeals				☐ MC0	21 ESTAB 22 EXEM	T COD					
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt	MC0	24 POSITI 26 CLARII 27 ADDITI	FΥ					
							MCD:	28 WORK 21 ABOLI	COUN'	TY CHANG	SE			
New/Revised Position Chicago, IL			RC028	1		N	☐ MC1	49 DOWN 50 LATER 58 UPWA	AL REA	ALLOCATIO	ON			
% OF TIME														
35%	Under direction, performs complex, specialized and technical functions supporting Case Management activities for Illinois Department of Employment Security (IDES) Unemployment Insurance (UI) appeals; conducts research pertaining to incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; plans, directs, organizes, reviews and evaluates Case Management clerical activities; prepares case files and related documentation for benefit appeals; utilizes systems including but not limited to the Illinois Benefit information System (IBIS); analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; compiles statistical reports of performance; communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; utilizes Spanish language to assist clients who request or need interpretive services.  1. Performs complex, specialized and technical functions supporting Case Management activities for IDES UI appeals on claims for benefits; conducts research pertaining to incoming benefit appeals cases; accesses systems including but not limited IBIS to gather and/or update information; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; analyzes incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; identifies and resolves issues; produces and maintains logs and databases to organize and track caseloads; serves as a liaison between Hearings Referees, Appeals Manager, other IDES staff and concerned parties in matters relating to case management of benefit appeals; utilizes Spanish language to assist clients who request or need interpretive services; notifies parties of changes to hearing dates.													
10%	implements of	lerical nd reco	nizes, reviews, evaluat processes for the rece ord of public inquiries r	ipt, revie	w, data	a entry a	and doc	keting o	f inco	ming ap	peals			
10%	3. Prepares case files and related documentation and physical evidence for benefit appeals; utilizes systems including but not limited to IBIS to monitor, update and correct information in physical and/or electronic case files; creates appeals files for viewing in the office by parties; creates and/or generates appeals notices and mails notices to involved parties.													
DIRECTOR OF C	MS SIGNATUFE	IMMED	AFCE VI	TURÉ	AGEN	Y HEAD	SIGNATURE			D	ATE			
4	farll fade 39		JUN 1 8 20	19	1 da sa a 1 1					06/1	7/2019			

16. (CONTINUE	D)					-					
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF	POSITION	ESSENTIAL FUNCTION	S (Continued)					
10%	4.	4. Analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; using a PC and agency supplied software compiles statistical reports of performance; maintains inventory of office supplies and equipment; coordinates orders for new supplies and equipment.									
10%	5. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.										
10%	6.	6. Confers with supervisor to discuss processing, procedural and work flow problems, propose solutions and make recommendations for annual program goals and objectives; confers with central and field personnel to correct and/or update system information for administration of the Illinois Unemployment Insurance Act, Rules and Administrative Code as it relates to benefit appeals.									
10%	7.	7. Communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; provides information to claimants regarding policies and procedures; accesses and reviews case files to answer inquiries from walk-ins and telephone calls; utilizes Spanish language to assist clients who request or need interpretive services.									
05%	8.	Performs other dut enumerated above		ed which a	are reasonably withi	n the scope of the duties					
conducting	g and sign		MEDIATE SUPERVISOR (Ruations; effectively recomme			ewing work, preparing, action and adjusting grievances					
				-	WORKING TITLE (IF	ANY)					
PSA, Opt. 1	37015-	44-08-400-00-01			(	, , , ,					
		OPRIATÉ BOX IF THI	S POSITION IS A								
		_									
⊠ SUPEF	RVISOR	OR LEAD W	VORKER ,								
tir	me perce as checke	ntage(s) allotted.	ponsibilities must be des		·	, ,					
	Position	Title	Position Nur			umbents or Funded Vacancies					
Office Associa	te		30015-44-08-420-30-32	30015-4	4-08-400-23-32	2-3					
48 88881111		NA# ED 650 6:0::	ADULTIES LIGHTING			/ FOR THE 2003					
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SING	CE THERE	ARE NOW SEVERAL	Y 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 TITL			W/d	ORKING TITLE (IF ANY)	KING TITLE (IF ANY)   BILINGUAL   POSITION TITLE   2, POSITION NUMBER							
Existing Position					CODE	OPTIO	ON CODE	30015-44-03-310-10-38				
New/Revised Position					1							
Office Associat	te	<u></u>			29		S2		-44-03-0		0-38	I o occor
3. AGENCY				4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position												
New/Revised Position				Legal Services/ Board	of Review	N		0	016	Υ	R	
IDES 10. SECTION				11. UNIT				12. TRAN	SACTION	13	. EFFECTIV	E DATE
Existing Position	<del></del>				<del></del>			CODE			04/04	·0044
											01/01/	2014
New/Revised Position			•					☐ MA0:	21 ESTAE	ILISH		
Administrative	Support						Rutan	_	22 EXEMI 24 POSIT			
14. WORK LOCAT	TION			15. BARGAINING/TERM C	ODE		Exempt	☑ MC0	26 CLARI	FY		1
Existing Position								☐ MC0	28 WORK	COUNT		CHANGE
New/Revised Position						-			21 ABOLI 49 DOWN		REALLOC	ATION
33 S. State Str	eet			RC014		1	N	MC1	50 LATER	IAL REA	LLOCATIO	NC
Chicago, IL 60	603											
% OF TIME	16. COM	IPLETE CURR	ENT AN	ID ACCURATE STATEME	NT OF PO	DSITIC	N ESS	<u>ENTIAL</u>	FUNCTI	ONS	<u> </u>	
30%	Under direction, performs specialized word processing of Board of Review and Circuit Court decisions and related legal correspondence; performs a variety of related functions involving the acquisition of information from various sources requiring technical knowledge of the Benefit Information System to input and extract information. On a rotational basis, serves as office receptionist and timekeeper. Provides interpretative services for Spanish speaking clients.  1. Using a personal computer and related equipment, types and scans Board of Review and Circuit Court decisions and related legally binding documents, bringing significant matters to the manager's attention; prioritizes correspondence by type of action required. Develops, formats or inputs necessary information from documents to create agency records and legally complete documents											
25%	2.	and accuracy Choosing appupdate transadocuments s prioritize issuinformation; s	r have I propriat actions ent via les, doc perform	s materials for gramma been approved.  te computerized system on the Benefit Informat e-fax, fax, and mail. Accument results, create ras functions related to de maintenance and retr	ns, access tion Syste ccess and ecords for isposition	ses da m, Bo I use : r use	atabase bard Do system by othe	es to inpocketing s relate er staff.	out, extra g, and sy ed to void Archive	act, re /stems ce rec s and	evise an s to han ordings tracks	d/or dle and
15%	3.	Analyzes info	rmatio	anguage when necessa n from electronic agenc quest for information; m	y records	, polic	cies and	d proce	dures to	resp	ond to p	oublic
15%	4. On a rotational basis, serves as office receptionist; answers questions concerning the status of appeals and greets visitors. Opens, sorts, prepares and distributes mail; ascertains correct address for retuned or undelivered mail. Performs routine equipment maintenance functions.											
DIRECTOR OF C	L MS SIGAL	ATURE A	IMMED	DIATE SUPERVISOR SIGNA	TURE 1-A	GENC	Y HEAD	SIGNAT	URE		]	ATE
6	)N	HOOV			ľ	ſ	7	6			01	20/12
Dento	Mary interest		<u> </u>	<del></del>	4,11,		W/		10		114	00 113
CMS-104 (Hav:JII)	1/15	thand 14		<u>-</u> ,	· · · · · · · · · · · · · · · · · · ·	J'	y I					

16. (CONTINUE				٠								
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)									
10%	5. On a rotational basis, serves as timekeeper; receives approved leave requests and timesheets and reviews for accuracy and completion; enters information into automated timekeeping system for processing; resolves discrepancies. Maintains all time and attendance records including sign-in sheets, overtime sheets, leave requests, calendar and FI-46 timesheets. Monitor and track employee benefit time and usage.											
05%	<ol><li>Performs other duti defined.</li></ol>	er duties as required or assigned that are reasonably within the scope of those previously										
			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievand	ces								
	umbent of this position.)											
_			WORKING TITLE (IF ANY)									
SPSA, Opt 8	L 40070-44-03-000-00-01											
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:										
SUPE	RVISOR OR LEAD W	VORKER	·									
NOTE: S	unancieany ar lead warker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a									
ti	me percentage(s) allotted.											
If a box w headcoun		title, position number, and number of s	subordinate incumbents or authorized funded									
	Position Title	Position Number	No. of Incumbents or Funded Vacanci									
n/a	T OSKION TILE	Position Number	140. Of incumberits of Funded Vacancii	<del>3</del> 8								
·												
10 CDECIAL	IZED KNOWI EDGES OKILLO	ADULTIES LISENSURE OF SECTIO	IOATION NEOFOCADA FARE CHARLES									
PERFORI ABILITIE	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT	IIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AN RDS, THE PHRASE "SAME AS SPECIFICATION	D "								
CAN NO	LONGER BE USED.											
experience.	Requires extensive knowledg	ge of office practices and procedur	etion of high school and two years of office es; composition, grammar and spelling, includ	ing								
legal termino	logy. Requires the ability to	use and operate complex compute	erized systems on mainframe, to use a PC with	h								
and telephor	ne systems. Requires the abi	lity to work within short timeframes	t and Outlook), peripheral computer equipmer s; make decisions independently; work with an	d								
maintain con	ifidentiality of documents and	case information; and the ability t	o type accurately at 45 wpm. Requires the abi	lity								
to speak Spa	anish at a colloquial level.		the first section of	•								
ī			And the second of the second o									



# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	TION NU	MBFR				
Existing Position		(**************************************	CODE	OPTION CODE		0-31					
New/Revised Position	- 1		29	SS1		O 016 TN- R 11/1 substitute of the color of					
Public Service 3. AGENCY	e Administrator	4. BUREAU/ DIVISION	29	331	5. EXMT	6. WORK	7. AI		9. OFFICE		
Existing Position		4. BUNLAGI DIVISION			CODE	COUNTY	AUTH	8.AUDI1	3/1/2020 -		
New/Revised Position	W 4 4 5 5			-					update to subord. and A/I code		
	t of Employment Security	Administration/ Human Resource Mana	gement						11/16/22 - Update subords. PNC		
10. SECTION		11. UNIT			12. TRANS	SACTION	13	. EFFECTIV	E DATE		
Existing Position	×							03/01/	/2015		
New/Revised Position					 □ MAO2	1 FSTAB	LISH				
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		<u></u>	4 7		_			REALLOCA	ATION		
Chicago, IL		RC063		N	☐ MC15	0 LATER	AL REA	LLOCATIO	ON :		
% OF TIME	16. COMPLETE CURRENT AN	ID ACCURATE STATEMEN	T OF PO	SITION ESS				LLOCATIC	JN		
20%	programs, policies and proce the provisions of the "Rutan policy; works with managers Establishes and maintains e public organizations.  1. Organizes, plans, exec Resource Managemen procedures; directs sta projects; interprets pro assure they are being decree, Personnel Rule	edures governing recruitments. Republican Party of II is to develop and coordinated fective working relationship to the cutes, monitors and evaluates, monitors and evaluates, monitors and evaluates. Plans and direction of the on-going operating gram policies for staff; estimet. Assures compliances, labor contracts, agences.	nent and linois" ju the emploinips utilizates the ects the items and tablishes with the cy policies.	selection as dicial decree syment selecting Spanish Recruitment implementations implementations goals and e provisions is and any control	s it relate; explaction evolved the Selection of Footboard to the "other relation of the "o	es to the ins and raluation she skills ection so orogram Recruitnes and Rutan vated rul	e adminterpositions and a service with periodic ment & develors. Reject and	of the less plants of the less and selections plants of the less plants of the less and selections plants of the less plants of	on of ogram and Human ion ns to n Party"		
15%	<ol> <li>Plans, assigns, reviews and evaluates work of subordinate staff; serves as working supervisor.         Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; when appropriate, conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.     </li> <li>Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job</li> </ol>										
DIRECTOR OF C	Implements and evaluations and federal regulations to assure needed servi	s and maintains interview ates operational policy and relative to the agency's had ces are developed and support of the suppor	d proced niring pra upplied in	ures desigractices. Wo	ned to a rks with nd effici	ssure co agency ent mar	mplia man	ince wit agemer	h state		
Unice 1	apscon in mis	1 4 2015	////								

16. (CONTINUE	D)		· · · · · · · · · · · · · · · · · · ·							
% OF TIME		ACCURATE STATEMENT OF POSIT	TION ESSENTIAL FUNCTIONS (Continued)							
15%	Establishes and ma and public organiza recruiting applicants to recruit protected	intains effective working relation tions. Develops, promotes and s for under-utilized positions. Pa	onships utilizing Spanish/ English skills with private facilitates job placements for the Department by articipates in outreach activities specifically designed affirmative action groups, including African-American,							
10%	completes candidat appropriate Rutan p	5. Serves as a certified Rutan interviewer and/or sits on interview panel; scores candidates' interviews, completes candidate evaluation forms, determines candidate to be selected; monitors to ensure appropriate Rutan procedures are followed and documents are completed accurately. Using the Spanish language, assesses Spanish Speaking abilities of candidates applying for Spanish language option jobs.								
10%	6. Supervises staff engaged in the process of posting and filling of vacant positions. Directs the procedural review of processing requests to post and fill vacant positions. Establishes criteria for accepting and / or rejecting requests to post. Ensures that the procedures for categorizing and transmitting bidders lists and applications to managers in accordance with Personnel Rules, labor contracts, agency policies and any other related rules and regulations.									
05%	7. Supervises agency participation in job fairs, placement programs and related community based recruitment activities. Prepares and distributes literature regarding the hiring process. Discusses the recruitment and career opportunities within IDES. Prepares reports reflecting status of recruitment activities.									
05%	and procedures or r	elated human resource manage	sessions or meetings to inform staff on hiring process dement processes; provides advice and instruction to seminar sessions in agency offices statewide.							
05%	<ol><li>Performs other dution enumerated above.</li></ol>		ch are reasonably within the scope of the duties							
conducting			sible for assigning and reviewing work, preparing, and imposing disciplinary action and adjusting grievances							
			WORKING TITLE (IF ANY)							
SPSA, Opt 1	40070-44-16-000-00-01		Manager of Human Resource Management							
18. CHECK TH	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	<u> </u>							
⊠ SUPE	RVISOR OR LEAD V	VORKER								
NOTE: S	upervisory or lead worker res	sponsibilities must be described	I in a detailed duty statement(s) with a							
ti	me percentage(s) allotted. as checked above, list position		r of subordinate incumbents or authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
	rces Specialist	<del>19693-44-16-500-10-01, -10-51</del>	19693-44-16-500-00-01, 00-51 <b>1 - 3</b>							
Human Resou	rces Representative	1 <del>9092-44-10-500-10-01, -10-5</del> 1	19692-44-16-500-00-01, 00-51 <b>1 - 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	WO	PRKING TITLE (IF ANY)		GUAL DE		TION TITLE ON CODE	2. PO	OSITION NUMBER		
EXISTING PO	SITION					<u> </u>					
LII Adjudicator 3			nemployment Insurance II) Benefit Refunds pecialist 29				SS	47003-44-22-500-70-31 47003-44-22-570-10-31			
3. AGENCY	,		4. BUREAU/DIVISION	•		5. EXMT	6. WORK COUNTY	7. A/I AUTH			9. OFFICE USE
EXISTING PO	SITION					CODE					
NEW/REVISE	D POSITION										11/16/22 - PNC
IL Departm Employme			Service Delivery/ UI Pro	gram	S	0	016	2	F	3	
10. SECTIO			11. UNIT				12. TRANS CODE	ACTION	İ	13. DA	EFFECTIVE TE
EXISTING PO	SITION						☐ MA021 E	ESTABL	ISH		08/01/2022
11514/1551/1051			Refunds & Adjustments				☐ MA022 E	EXEMPT	COE	DE C	HANGE
NEW/REVISE						☐ MC024 POSITION NUMBER CHANGE					
Benefit Pa	yment Control		Refunds and Adjustments			MC026 CLARIFY     MC027 ARRITIONAL INFINITION					
14. WORK I	LOCATION		15. BARGAINING/TERM RUTAN EXEMPT				☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
EXISTING PO	SITION					☐ MD021 ABOLISH			3		
						☐ MC149 DOWNWARD REALLOCATION					
NEW/REVISE	O POSITION		RC062 N			N	☐ MC150 LATERAL REALLOCATION				OCATION
Chicago, II	_		110002				☐ MC158 U	JPWARI	D RE	ALLO	OCATION
% OF TIME	16. COMPLETE	CUR	RRENT AND ACCURATE S	STATE	MEN <sup>-</sup>	T OF P	OSITION E	SSENT	IAL F	UN	CTIONS
35%	Benefit Redecisions  Engages benefit	fund for the es in t ove iry O	n, functions independent ds Specialist in researchi ne Illinois Department of n the most complex revie erpayments from various offset Program (TOP), St	ng, ar Empl w, an recov ate C	nalyzi oyme alysis very m	ng and nt Seco s, contro	making m urity (IDES ol, and app s, including	oulti-cla 5) olicatio g but no	imar n of t	nt be the nited	collection of
35%	Analyz     approv	es ir ⁄als	other state offset program offormation in order to rev completes all assigned c	/iew a					edits	and	l refund
3378	Review information in the second contract c	vs ar ation	nd analyzes information n presented by agency st cy and/or external databa	from v aff, cl	variou	s sour	ces, includ	ing but			

Position # Page 1 of 4

% OF	16 COMPLETE CLIPE	ENT AND ACCUIDATE STATEMENT (	OF DOSITION ESSENTIAL FUNCTIONS							
TIME			OF POSITION ESSENTIAL FUNCTIONS							
	<ul> <li>Utilizes computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax, to examine relevant financial records</li> <li>Approves valid overpayment credits and refunds</li> </ul>									
	<ul> <li>Approves valid overpayment credits and refunds</li> <li>Communicates and confers with supervisor and relevant agency staff on unidentified</li> </ul>									
	collections, r	ejections of overpayment credits an coupments	d/or refunds and to resolve any issues							
	Utilizes Spar	nish language to assist clients who r	request or need interpretive services							
20%	Provides guidan procedures.	ce and assistance on specific and g	eneral recoupment information and							
	<ul> <li>Answers inquiries and/or explains problems related to benefit overpayment refunds and adjustments to agency staff, clients and other interested parties</li> </ul>									
	<ul> <li>Confers with agency local office staff and/or other agency components to discuss pending recoupments</li> </ul>									
	<ul> <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 Department of Innovation &amp; Technology (DoIT) staff and/or relevant agency staff to certify guidelines and procedures affecting overpayment activities of claimant accounts</li> </ul>									
		nish language to assist clients who r	request or need interpretive services							
05%	4. Keeps abreast of new developments related to Benefit Payment Control (BPC) programs									
		tings, training, seminars and confer erform these duties	ences							
05%	5. Performs other of duties enumerated	•	n are reasonably within the scope of the							
	ON TITLE AND NUMBER	R IMMEDIATE SUPERVISOR (Respon	sible for assigning and reviewing work,							
	conducting and signing perior rievances for the incumber		ommending and imposing disciplinary action and							
, , ,		<u> </u>	WORKING TITLE (IF ANY)							
	37015-44-22-500-7	0-01	Unemployment							
PSA, Opt.			Insurance (UI) Benefit							
		DX IF THIS POSITION IS A:	Refunds Manager							
		DATE THIS FOSITION IS A.								
Supervis										
percentag	e(s) allotted. If a box w	er responsibilities <u>must</u> be described as checked above, list position title, rized funded headcount.	d in a detailed duty statement(s) with a time position number, and number of							
	Position Title	Position Number	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 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 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 assente 8/2	3/2022	Kristin Richard by John	07/26/2022
of sales			

Position # Page 4 of 4

# CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TIT	ON TITLE WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE CODE OPTION CODE 2. POSITION NUMBER										
Existing Position	***	47082-44-70-320-11-31						0.4			
New/Revised Position		-			_						
Ul Revenue A	nalyst 2				9	SS			<u>30-10</u>	3-1-	33
3. AGENCY			4. BUREAU/ DIVISION				5 EXMT CODE	MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANGE MC028 WORK COUNTY CHANGE MC028 WORK COUNTY CHANGE MC028 WORK COUNTY CHANGE MC028 WORK COUNTY CHANGE MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MC158 UPWARD REALLOCATION IAL FUNCTIONS  Irrance (UI) Revenue employer tied to determine liability, correct and compliance, requiring advance and amends records to put employer account discrepancies air representatives to obtain the regarding the UI Act, agency and controls activation and/or alanguage to assist clients who maintenance activities and details utions and financial status; anced knowledge of the UI Act. by making adjustments to employ or / successor accounts. Resolves atted through GenTax; utilizes a			
Existing Position											12/01/21- PN
New/Revised Position			Revenue				0	016	2	P	
10. SECTION	nt of Employment Se	ecurity	11. UNIT								VE DATE
Existing Position				<del></del>		-	CODE				
Employer Re	porting									10/16/	/2020
New/Revised Position	· · · · · · · · · · · · · · · · · · ·			. A alaia				04 56745		*	
Employer Sei	vices		Employer Account	Analysis			□ MC0	22 EXEM	PTCOD		
14. WORK LOCA	TION		15. BARGAINING/TER	M CODE		Rutan Exempt				MBER CH	ANGE
Existing Position							□ мсо	27 ADDΠ	TONAL I		
							□ MD0	21 ABOLI	SH		
New/Revised Position			RCC	162		N					
Chicago, Ł	40 COMPLETE OLI	DDENT			<u> </u>					ALLOCATI	ON
% OF TIME	16. COMPLETE CU	RRENT	AND ACCURATE STA	IEMENI O	F POS	SHION ESS	ENTIAL	FUNCTI	ONS		
25%	account maintenar contributions and fi knowledge of the Lemployer accounts reviews and correct missing agency recomissing agency recomissing agency recomissing agency recomissing agency recomplication of power equest or need into the contributions, and relevance on tributions, and result of non-contributions.	nce activinancials II Act; utilis to status Its employers to envers of a perpretive Itel analy Indianaly Itel analy Itel	ities and detailed ana status; answers complizing computerized sees ready for community community community community community community community community community community comployers by phone, contorney submitted by reservices.  It performs complex ecords submitted to define regarding liability it is records and documot limited to account	lysis of emplex inquiries systems, respired to the state of the state	oloyers regasearchalyze emplorassis nce a ives. I e emploration e emploration e emploration e emploration e emploration e emploration e emploration e emploration e e e emploration e e emploration e e e emploration e e e emploration e e em	records suitarding liabil hes, analyz is and resolution stance and a ind/or in per Utilizes Spatial correct concerect concerect predect of the sest of affected a innes the act functional	bmitted ity and c es and a ves emp r their re advice re son. Co inish lan unt main tribution advance ms by m essor / s ubmitted ccounts curacy o referral	to determomplian imends rolloyer ac presenta egarding introls ac guage to the nance aking additional the period the perio	nine lice, receptore count atives the Ultivation assistantial activition assistantial activition and the ultivation assistantial activition and the ultivation activities activi	ability, cquiring a s to put discrepate to obtain Act, ag in and/out clients ties and a status; of the UI. ents to e unts. ReTax; utiline corre assesse loyerha	ancies; n gency or swho
20%	2. Provides technical assistance and advice regarding the UI Act, agency policy and procedures to employers and/or their representatives by phone, correspondence and/or in person. Explains requirements of the UI Act and methods of determining contribution rate and crediting payments; informs employers and/or their representatives of current account status and/or or protest procedures. Responds to employer rate protests following established procedures and guidelines; explains the impact of the state experience factor and other variables to the employer tax rate. Responds to inquiries from employers and/or their representatives and the Internal Revenue Service (IRS) regarding the certification of agency held UI tax records. Utilizes Spanish language to assist clients who request or need interpretive services.										
DIRECTOR OF C	MSISIGNATURE	IMME	EDIATE SUPERVISOR S	IGNATURE	AG	ENCY HEAD	SIGNAT	JRE		D.	ATE
your	39	,			15	rustin Ri	thoud	الماريط	AL	10/2	2/2020
MS-104 (Rev <sub>4</sub> 10/9	(4) IL 401-0794 100	<u></u>	COT 27	43	1	-	F	د. ب			
DShort 18	Halan J19)	colul									
- 77- 4	1-1-0	(S/4)	L								

% 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.	elS), 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 19 SPECIALI	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		ORKING TITLE (IF ANY)  BILINGUAL CODE			TION TITLE ON CODE	2. POSITION NUMBER					
EXISTING POSITION											
NEW/REVISED POSITION  UI Special Agent	(I)		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		□м				☐ 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 ABOL						
							#D021 ABOLISH #C149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION					
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)
	<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>
	Detects UI overpayments, fraud and other violations of state and federal laws
	<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 overnight stays
	Utilizes Spanish language to assist clients who request or need interpretive services
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
TIVIL	<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>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	i. 1 37015-44-04-700-11-01						
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ Supervisor ☐ Lead Worker							
	as 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	SKILLS, ABILITIES, LICENSURE OR CE F THE WORK OF THIS POSITION. NOT ES AND LICENSURE OR CERTIFICATION ON" CAN NO LONGER BE USED.	E: SINCE THERE ARE NOW SEVERAL					
<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	IT						
1. Requires ability to travel,							
2. Paguires 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 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		1PT CHANGE				
EXISTING POSITION						☐ MC028 WORK COUNTY CHANGE				
					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			LLOCATION		
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION				
Chicago, Illinois		RC062		[	N	☐ 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> <li>Conducts intensive investigatory interviews by phone, in writing and/or in person with</li> </ul>
	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
	<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
	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
	<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  Appears questions concerning was and applement.
	<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>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%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER II preparing, conducting, and signing per and adjusting grievances for the incum	formance 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 percentage(s) allotted. If a box was subordinate incumbents or authorize	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	THE WORK OF THIS POSITION. NOT AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL DN IDENTIFIED ON STANDARDS, THE
Minimum Qualifications		
1. Requires knowledge, skill,	and mental development equivalen ness Law and Business Administrat	t to completion of four (4) years college
Requires three (3) years of adjudication work involved	local office professional investigati in the fact-finding process	ve experience performing major
3. Requires ability to speak a	nd write the Spanish language at a on with Spanish speaking clients	colloquial skill level in carrying out
Preferred Qualifications (In Order o	f Significance)	
		ent insurance laws to determine benefit
2. Two (2) years of experience	interviewing unemployment insura ity for unemployment insurance (UI	nce (UI) claimants and/or employers to ) benefits
		ocedures in a manner easily understood
	ft Office Suite products, including C	Outlook, Word, and Excel
20. CONDITIONS OF EMPLOYMENT		
<ol> <li>Requires an Illinois State P</li> <li>Requires ability to travel</li> </ol>	Police background check and self-di	sclosure of any criminal history

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### 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 3/17/23		Raymond Marchiori 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 EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE					
EXISTING POSITION				☐ MC028 WORK COUNTY		TYC	CHANGE			
					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			LLOCATION		
NEW/REVISED POSITION	DCCCC				☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
Chicago, Illinois	RC062		l	N					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> <li>Conducts intensive investigatory interviews by phone, in writing and/or in person with</li> </ul>
	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
	<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
	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
	<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  Appears questions concerning was and applement.
	<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 TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	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>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

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 percentage(s) allotted. If a box was subordinate incumbents or authorize	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	THE WORK OF THIS POSITION. NOT AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL DN IDENTIFIED ON STANDARDS, THE						
Minimum Qualifications								
1. Requires knowledge, skill,	and mental development equivalen ness Law and Business Administrat	t to completion of four (4) years college						
	local office professional investigati							
3. Requires ability to speak a	nd write the Spanish language at a on with Spanish speaking clients	colloquial skill level in carrying out						
Preferred Qualifications (In Order o	f Significance)							
	Preferred Qualifications (In Order of Significance)  1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit							
<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								
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel								
20. CONDITIONS OF EMPLOYMENT								
<ol> <li>Requires an Illinois State Police background check and self-disclosure of any criminal history</li> <li>Requires ability to travel</li> </ol>								

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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 yolki	02/11/2023



HB4295 Approval on file.

1. POSITION TITLE	WORKING TITLE (IE ANV)	APRINICE LITTE (IE ANIV)			SITION TITLE 2. POSITION NUMBER			ILIMBED	
EXISTING POSITION	WORKING TITLE (II ANT)	CODE	OPT	ION CODE	2. F 0	SITIC	/IN IN	IOWIDEIX	
EXISTING POSITION									
NEW/REVISED POSITION	Fraud Investigations	29		SS	47000	2 11	22	500 20 22	
UI Special Agent	Agent	29		<u> </u>	47090	0-44-	-22-	500-30-33	
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	Service Delivery/								
IL Department of Employment Security		Unemployment Insurance		045	2	R	2	N	
10. SECTION	11. UNIT							3. EFFECTIVE DATE	
EXISTING POSITION				MA021     ESTABLISH     03/01/		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/TERM CODE	15. BARGAINING/TERM RUTA		☐ MC027 ADDITIONAL IDENTICAL CHANGE					
EXISTING POSITION				☐ MC028 WORK COUNTY CHANGE			CHANGE		
LAISTING FOSITION				☐ MD021 /	ABOLISH	H			
NEW DE MOED DOOLTION				☐ MC149 DOWNWARD REALLOCATION				LLOCATION	
NEW/REVISED POSITION	RC062		N	MC150 LATERAL REALLOCATION			CATION		
North Aurora, Illinois	110002		1 1	☐ MC158 UPWARD REALLOCATION					

% OF	46 COMPLETE CURRENT AND ACCURATE STATEMENT OF DOCUMENT AS EXPENDING
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>
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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%	9. 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 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 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						
Minimum Qualifications								
1. Requires knowledge, skill, a	and mental development equivalen ess Law and Business Administrat	t to completion of four (4) years college ion						
Requires three (3) years of adjudication work involved in the second secon	local office professional investigating the fact-finding process	ve experience performing major						
<ol><li>Requires ability to speak ar</li></ol>		colloquial skill level in carrying out						
Preferred Qualifications (In Order of	Significance)							
		ent insurance laws to determine benefit						
<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>								
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences  Output  Description:								
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel								
20. CONDITIONS OF EMPLOYMENT	20. CONDITIONS OF EMPLOYMENT							
<ol> <li>Requires an Illinois State Police background check and self-disclosure of any criminal history</li> <li>Requires ability to travel</li> </ol>								

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Raven DeVaughn by Debra Short 3/17/23		Raymond Marchiori by yolm	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. AUD	8. AUDIT 9. OFFICE U	
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 CODE 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 Collection	ıs			⊠ MC026	CLARIF	Y		
14. WORK L	OCATION		15. BARGAINING/TERM CODE		RUTA EXEN	TAN CHANGE					
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	Public Service Administrator, Opt. 1 37015-44-22-500-60-01 Collections Manager								
18. CHECK	THE APPROPRIATE BOX	IF THIS POSITION IS A:							
☐ Supervise	or    Lead Worker								
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.									
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A									
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL									

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

## 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.

# 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 3/17/23		Raymond Marchiori by John	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					MA021 ESTABLISH 03/01/2023 MA022 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		☐ MC027 ADDITIONAL IDENTICAL CHANGE				
EXISTING POSITION				☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH				
				☐ MC149 DOWNWARD REALLOCATION				
NEW/REVISED POSITION	DC062		NI.	☐ MC150 L	_ATERA	L REA	ALLC	CATION
Lombard, Illinois	RC062		N	☐ MC158 UPWARD REALLOCATION		CATION		

% OF	40 COMPLETE OURDENT AND ACCURATE STATEMENT OF POSITION FOSFAITIAL 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>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%	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	37015-44-22-500-80-01	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					
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.					
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Preferred Qualifications (In Order of Significance)					
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<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>					
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20. CONDITIONS OF EMPLOYMENT					
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
		Raymond Marchiori by yolki	02/11/2023